

MIGUEL ANTONIO RIVERA

SALES & SUPPORT SPECIALIST |
REMOTE EXPERT

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Manila, Philippines

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PROFESSIONAL SUMMARY

Dedicated and results-driven customer service and sales leader with 10+ years of experience in high-volume BPO and freelance environments. Proven track record of improving sales conversion, leading teams to exceed KPIs, and delivering excellent customer experience. Recently transitioned to freelance work as an appointment setter, seeking remote opportunities in sales, appointment setting, or client relations.

PROFESSIONAL EXPERIENCE

Freelance Appointment Setter

Remote | Sept 2024 - April 30, 2026

- Set and managed appointments for a U.S.-based health insurance client.
- Handled outbound calls, lead qualification, and CRM updating.
- Maintained high conversion and follow-up rate, ensuring client satisfaction.

Senior Process Executive

Cognizant Philippines | April 2024 - Sept 2024

- Handled transaction processing and ensured accuracy and compliance
- Collaborated cross-functionally to meet team goals and SLA metrics

Lead Associate - Sales

WNS Global Services/Remote | Oct 2022 - Jan 2024

- Developed sales strategies and generated leads for business growth
- Maintained strong client relationships and managed key accounts

Team Leader

24/7 Intouch | Sept 2021 - Sept 2022

- Led a high-performing team, improved productivity through coaching and performance tracking
- Coordinated with upper management to align goals and resolve challenges

Team Leader / Sales Shepherd / SME

VXI Global Holdings B.V. | April 2015 - August 2021

- Managed and coached a team of 15+ agents to meet service and sales KPIs
- Oversaw daily operations, team performance, and escalations
- As SME, ensured sales were verified, posted, and followed up to prevent chargebacks
- Conducted quality checks, team huddles, and mentoring sessions

EDUCATION

INSTITUTE OF CREATIVE COMPUTER TECHNOLOGY

- Bachelor of Science in Information Technology | 2014-2015

DE LOS SANTOS - STI / FAR EASTERN UNIVERSITY

- Bachelor of Science in Nursing | 2004-2007

CORE SKILLS

- Sales & Lead Generation
- Team Leadership & Coaching
- Customer Relationship Management (CRM)
- Performance & KPI Management
- Cold Calling / Warm Calling
- Appointment Setting
- Conflict Resolution & Escalations
- Remote/Virtual Collaboration Tools (Zoom, MS Teams, CRMs, etc.)

ACHIEVEMENTS

- Top 3 Team Leader - Feb 2021 (VXI)
- Q1 Top Sales Team - 2021 (VXI)
- Agent Level 3 - Technical Support - 2018
- Agent Level 2 - Technical Support - 2017

LANGUAGES

- Tagalog
- English

REFERENCES

- Available upon request