

MICHAEL ANTHONY S. DEL ROSARIO

CUSTOMER SUPPORT SPECIALIST



CONTACT

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- Manila, Philippines

SKILLS

- Customer Support
- Email & Calendar Management
- Data Entry & Admin Tasks
- CRM Systems
- Collections & Negotiation
- Microsoft Office
- Communication Skills
- Time Management

TOOLS

- Gmail
- Microsoft Excel / Word / Outlook
- CRM Systems
- Zoom / Microsoft Teams

REFERENCES

Available upon request



PROFILE

Experienced Customer Relations Manager with 10+ years in customer service, collections, and operations. Skilled in handling Australian accounts, client communication, and administrative support. Reliable, organized, and ready to support businesses remotely as a Virtual Assistant.



WORK EXPERIENCE

- Customer Relations Associate** 2017 - PRESENT
Credit Corp Inc.
 - Managed high-volume overdue accounts (90+ days).
 - Negotiated payment arrangements and resolved disputes.
 - Maintained CRM records and documentation.
 - Supported team performance and targets.
 - Ensured compliance with policies.
- Customer Service Representative - Optus (AU Account)** 2015 - 2017
24/7 Customer Philippines
 - Assisted Australian customers via calls, sms and emails.
 - Handled billing, payments, and service activation.
 - Maintained strong customer satisfaction.
- Customer Care Representative - AT&T Teleperformance** 2013 - 2014
 - Resolved billing and technical concerns.
 - Delivered efficient customer support.
- Operations Head** 2010 - 2013
ADASAP Trading Corporation
 - Managed daily operations and staff.
 - Improved workflow and reporting systems.

EARLIER ROLES

- Supervisor | Ivy Enterprises
- Account Executive | Wealthnet Commercial
- Encoder | White Diamond Commercial



EDUCATION

Hotel and Restaurant Services - TESDA (2010)
BS Architecture (Undergraduate)