



MICHAELANGELO

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

VIRTUAL ASSISTANT (RECRUITMENT & ADMIN SUPPORT)

Virtual Freelancer Asia | Feb 2024 - Feb 2025 (1 Year)

- Conducted appointment setting, cold calling, and lead management using tools like MMI, RingCentral, and Google Workspace for a loan officer recruitment process.

SALES DESIGNER

Southern Urban Kitchen, Inc. | Feb 2023 - Feb 2024 (1 Year)

- Designed custom modular interiors (e.g., kitchens, bedrooms), created quotations, and conducted client visits to align design with budget and needs.

CUSTOMER SERVICE REPRESENTATIVE (NON-VOICE)

Awesome OS (MeUndies Account) | Sep 2022 - Jan 2023 (4 Months)

- Handled email, chat, and text-based customer service inquiries, processed orders, and provided product and service recommendations.

CUSTOMER SERVICE REPRESENTATIVE (VOICE)

Transcom (Xfinity by Comcast Account) | Jan 2022 - Sep 2022 (8 Months)

- Addressed customer concerns via phone, resolved technical and billing issues, conducted basic troubleshooting, and promoted service plans.

DRAFTSMAN/DESIGNER

DecoArts Marketing Inc. (Citihardware) | Nov 2020 - Mar 2022 (1 Year, 4 Months)

- Created store layouts and modular display designs, coordinated renovation plans across branches, and managed space planning documentation.

ARCHITECTURAL DRAFTSMAN

FibreX Construction Group | Jul 2019 - May 2020 (10 Months)

- Drafted structural/shop drawings for major UAE construction projects, revised wall sections, and assisted senior architects with plan development.

ARCHITECTURAL DRAFTSMAN

Architect Exchange | Mar 2018 - Oct 2018 (7 Months)

- Drafted architectural plans for residential projects in Oman and Ireland, supporting supervising architects in layout development and revisions.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Sales
- Lead Generation
- Call Handling
- Appointment Setting
- Executive Assistant
- Credit Repair

TECHNOLOGY

- Gsuite
- VICIDIAL
- Microsoft Office
- Ring Central
- Dialpad

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