

MICHAEL ANGELO GARCIA MIRANDA

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Objective: To secure a position that will further enhance my gained knowledge and experiences in any field that commensurate to my qualifications and capabilities with a progressive organization that will allow continued personal and professional growth.

Qualifications:

A dynamic individual striving for excellence with good comprehension, analytical, communication, social relation skills in collaborating and maintaining effective working relationships with variety of people. In-depth knowledge of the tasks related to customer service, human resource and sales/marketing.

Professional Experience:

CUSTOMER SALES

EXECUTIVE

2018-Present

Thrifty Car Rental (Thrifty)
NATIONAL RENT A CAR CO. LLC
Abdullah Ahmed Al-Moosa
(Arenco)
Dubai, United Arab Emirates

Responsible for handling all sales function with utmost professionalism making sure of the customers' satisfaction. Process rentals, efficiently offer products and selling optional services that increase business's gain. Answer and receive telephone calls promptly, resolving overdue rentals, responding to customer questions and complaints professionally, servicing vehicles for customer rentals.

Handling documentations and reports by completing, reviewing and submitting through the system and through email.

Independently managing business's counter apart from renting out and receiving cars to/from customers.

DEALER ADVISOR

2011-2016

General Motors (GM)
Dealer Business Center
After Sales – Service
IBM – Concentrix

Assisting Dealership's Service Managers about a customer's question/s regarding their vehicle's warranties' concern. Verifies warranty and service contract coverage by examining records and papers; explaining provisions and exclusions.

Prepares repair orders (RO) by describing symptoms, problems, and causes discovered, as well as repairs and services required; obtaining approval signatures; assisting them in entering RO into service database system to avoid any errors / rejects.

Performs job functions consistent with the corporate vision and mission statement and core values of the company; Ensures that

subordinates perform their respective functions in like manner.

**HUMAN RESOURCE
SUPERVISOR**

2008 –2011

Asian Institute of E-Commerce
Urdaneta City, Philippines

Participates in the development policies, procedures, systems, and guidelines relating to HR management; Assists in ensuring the compliance by all concerned with such policies, procedures, systems, and guidelines that have been approved for implementation.

Supports human resources department by screening and interviewing applicants; preparing payroll; orienting new employees; administering employee benefit programs.

**ADMISSION OFFICER /
MARKETING OFFICER**

2009-2010

Asian Institute of E-Commerce
Urdaneta City, Philippines

ADMISSION-

Conducts a successful recruiting sessions which can result into selection of potential teaching staff members and other related professionals; Evaluates the potential of the student on the basis of his academic performance and extracurricular activities as well.

Takes the final decision regarding scholarship program after consulting the governing body of the institution. To make sure that all details regarding student's background is properly maintained in the form of report files or database system and to ensure that all activities are performed as per the guidelines and policies set by the institution.

MARKETING-

Responsible for promoting and driving the sales of a company's goods or services. And supports the marketing department by carrying out the daily tasks that keep the department functioning and facilitate the duties of the marketing manager and account executives. It may include handling travel arrangements for the marketing department, scheduling conferences or meetings, organizing data and gathering information.

**PART-TIME COLLEGE
INSTRUCTOR**

2008-2010

Info.Tech. and B.I.M Dept.
Asian Institute of E-Commerce
Urdaneta City, Philippines
A.Y. 2008 – 2010

Teaches Values Education and Basic Computer Programming.

Education:

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|-----------|---|---|
| 2005-2008 | DIPLOMA IN INFORMATION TECHNOLOGY | ASIAN INSTITUTE OF E-COMMERCE COLLEGE RBCAL Bldg., Calasiao, Pangasinan, Philippines |
| 2004-2005 | BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION | ASIAN INSTITUTE OF E-COMMERCE COLLEGE RBCAL Bldg., Calasiao, Pangasinan, Philippines |

Trainings / Seminars Attended:**E-COMMERCE SEMINAR – Philippine E-Commerce Entrepreneurs Towards Globalization**

Asian Institute of E-Commerce
Philippine International Convention Center (PICC)
April 2009

LEADERSHIP TRAINING AND SEMINAR

Asian Institute of E-Commerce
Dagupan City Peoples Astrodome, Pangasinan, Philippines
August 2007

DRIVING LICENSE:

Holding a Driver's License with a license number of **AO2-11-001014** and can drive any type of vehicle except for big trucks, may it be automatic or manual.

Date of Birth : April 3, 1987
Place of Birth : Malabago Mangaldan, Pangasinan
Civil Status : Married
Weight : 80 kg.
Height : 176 cm.
Religion : Born Again Christian
Citizenship : Filipino

REFERENCE**Ms. Ms. Sabrina Baccay**

Thrifty Car Rental Northern Emirates Manager
Thrifty Car Rental Northern Emirates
Contact No. (+971) 52-977-1609

Mr. Kristoffer Devecas

Operations Manager – GM DBC
IBM – Concentrix
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