



CONTACT

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Taytay, Rizal 1920

OBJECTIVES

Motivated and dependable professional with hands-on experience in customer support and order tracking, looking to join a team where I can help solve problems, support customers, generate sales and continue growing my skills. I'm passionate about delivering clear communication and creating a positive experience in every interaction.

MIKE ANGELO B. LACABRA

BACHELOR OF SCIENCE IN MARINE ENGINEERING

Professional Experience

Fault manager representative

Transcom Worldwide Phil

August 21, 2017 - March 1, 2018

Verde Compound, Frontera, Retail Row, Pasig, 1604 Metro Manila

Description:

I began my career at Transcom Worldwide PH as a Tier 1 Technical Support Representative, where I provided front-line assistance to customers, helping them troubleshoot a variety of technical issues. Through consistent performance, strong communication skills, and a genuine commitment to customer satisfaction, I was promoted after just three months to the role of Fault Manager. In this position, I worked closely with escalated concerns passed on from Tier 1 support. Our team specialized in handling complex complaints, with a focus on calming difficult situations, actively listening to the customer's concerns, and offering clear, effective solutions. This role deepened my ability to stay composed under pressure and strengthened my understanding of customer experience and issue resolution at a higher level.

Engine apprentice

Candano Shipping Lines.

March 05, 2019 - March 13, 2020

Victoria Building, 429, United Nations Ave, Ermita, Manila, 1000

Description:

I worked closely with engine officers to help maintain the optimal performance of the main engine, auxiliary engine, and other critical machinery in the engine room. Before each voyage, I ensured that all equipment was operating efficiently and inspected for any signs of wear, including potential oil or fuel leaks and other mechanical issues. Part of my daily responsibilities included routine checks, keeping machinery properly lubricated, and making sure everything was clean and in good working condition. I also took great care to maintain a safe and orderly engine room environment to reduce the risk of accidents and support a smooth, uninterrupted voyage. Setup, disassemble, move computers, phones, peripherals, and packages complying with enterprise standards.

EDUCATION

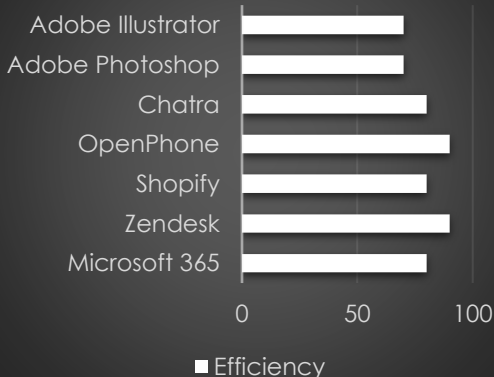
B. S. in Marine Engineering
NAMEI Polytechnic Institute
2014- 2017

SEMINAR & TRAININGS

- The Maritime Training Center of the Philippines
- Leadership Training seminar
- Engine watch-keeping (E-Watch)
- Basic Training (BT)
- Standards of training, certification and watchkeeping (STCW)
- Seafarer with designated security duties (SDSD)
- Medical and First Aid (MEFA)
- Advance Firefighting (AFF)
- Marine Exposure via 2go shipping company (Marex)

TOOLS & SKILLS

Efficiency



Voicetester

Quantrics Enterprises Inc.

July 28, 2020 - August 7, 2024

SM BPO Building, Taytay Diversion Rd, Dolores, Taytay, 1920 Rizal

Description:

In my most recent role, I started as a Tier 1 Technical Support Representative, where I provided direct support to clients by troubleshooting service-related issues. After six months of dedication and consistent performance, I was promoted to the Voicetest team. In this role, I specialized in handling escalated tickets passed on by Level 1 support when issues could not be resolved at the initial stage. I took ownership of complex technical problems, ensuring clients received timely and effective solutions.

One of the highlights of my time in this role was earning the distinction of being ranked the number one technical support agent across all company sites. This achievement reflects my strong problem-solving skills, ability to work effectively under pressure, and commitment to learning quickly and adapting in a fast-paced environment.

Virtual Assistant Experience

Sales Representative

VoroMotors.

August 8, 2024 – Present

14350 Arminta St. Panorama City, California

Description:

At VoroMotors, I worked as a Sales Representative focused on reconnecting with customers who had left items in their online carts. My main goal was to follow up through calls and emails, understand their concerns, and turn those abandoned carts into completed sales—often finding opportunities to upsell or recommend the best product for their needs.

I also handled customer inquiries and technical concerns, making sure every issue was addressed with care and efficiency. Whether it was helping someone choose the right electric scooter or resolving a post-purchase issue, I aimed to create a smooth and positive experience. In addition, I processed orders through Shopify and stayed in close communication with the support and fulfillment teams to ensure everything ran smoothly from start to finish.

I hereby certify that the above information is true and correct to the best of my Knowledge

Mike Angelo Lacambra