



Expertise

- CLIO Certified Administrator
- CLIO
- CRM
- CRISP
- Slack
- VICI
- Computer Skills
- leadership
- coaching
- Microsoft 360
- Adobe
- CANVA

MIESHELLYNE ANNE LINGAD

Contact

Personal

Portfolio Website

<https://mieshlingad.site/>

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Address

3025 Pilar St. Tondo Manila

Personal Info

- 30y/o
- December 29, 1994
- Female

Skills

- Strong verbal and written communication
- Effective time management
- Responsible and detail-oriented
- Highly organized and efficient
- Proven multi-tasking ability
- Excellent customer service skills

Experience

Blossom Flower Delivery September 2020 - July 2025

California USA (FREELANCE)

SALES AND PROCESSING AGENT (OIC) – VOICE/NON-VOICE

- Processed orders and coordinated with florists using the CRM database.
- Monitored team performance and supported order fulfillment processes.

Sovereign BPO Solutions June 2017-December 2019

Caloocan, Metro Manila

INBOUND SALES TEAM LEADER (TIME SHARE)

- Handled coaching logs and performance reviews for time-share agents.
- Used Microsoft 360 for daily end-of-day (EOD) reports.
- Managed escalated customer service issues and supervisor calls

WNS Global Services INC. June 2016-May 2017

Eastwood Libis, Quezon City

INBOUND SALES CALL CENTER AGENT

- Assisted customers with hotel and flight reservations, ensuring service accuracy and customer satisfaction.

Jollibee Foods Corp. April 2014 -August 2015

SM North Metro Manila

SERVICE CREW (CASHIER)

- Provided excellent customer service in a fast-paced environment.

Education

Our Lady of Fatima University

B.S. Medical Technology (Undergraduate – 3rd Year, 1st Semester)

2011–2014

CERTIFICATIONS

