# MICHAEL BUENA

*BUSINESS OPERATIONS | CLIENT RELATIONSHIP MANAGEMENT | SERVICE DELIVERY*

## SUMMARY

Business operations and customer service professional with experience in banking, technical support, customer relationship management, and day-to-day operational support. Experienced in handling customer concerns, investigating issues, following established processes, coordinating with internal teams, and keeping work on track. Comfortable working independently or as part of a team, using existing procedures to solve problems, and communicating information clearly to customers and colleagues. Also experienced in supporting team members, organizing work, tracking performance, and adapting to changing business requirements.

## WORK EXPERIENCE

**Customer Support Executive, AUGMENTED ERA BE DUBAI** **2024 - 2026**

- Assisted SageMaster customers through Discord, email, and live chat.
- Handled questions about accounts, products, and platform features.
- Investigated customer concerns and provided appropriate solutions.
- Coordinated with internal teams on complex issues.
- Managed multiple requests while meeting response and service standards.
- Used product and process knowledge to provide accurate support.
- Followed company policies, procedures, and quality standards.

**Video Editor / Project & Operations Support, WINGMAN GROUP AUSTRALIA** **2024 - 2026**

- Managed projects from requirements to completion while meeting deadlines and quality standards.
- Used Airtable, ClickUp, and Notion to track projects, assets, revisions, and approvals.
- Coordinated with team members on requirements, updates, feedback, and deliverables.
- Reviewed feedback and adjusted work to meet project requirements.
- Organized project files and information to keep work moving efficiently.

**Sr. Associate Representative, Capital One Bank** **2017 - 2026**

- Assisted customers with banking products, services, and account concerns.
- Reviewed customer issues and followed procedures to provide appropriate solutions.
- Explained account and service information clearly and professionally.
- Followed company policies, quality standards, and service requirements.
- Supported team leaders and managers with customer and operational tasks.
- Helped train and mentor new team members by sharing process knowledge.

**Social Media Manager & Facebook Ads Manager, GLAM SHOP / GRATEFUL LIVING CO.** **2020 - 2026**

- Managed daily social media, customer engagement, and online business activities.
- Developed social media strategies aligned with business goals.
- Created and managed Facebook ad campaigns for awareness, engagement, and leads.
- Monitored campaign results and adjusted strategies as needed.
- Handled customer interactions while managing multiple tasks independently.

**Technical Support Representative II, CONVERGYS — DELL COMPUTERS** **2015 - 2017**

- Provided technical support for Dell products and services.
- Diagnosed issues and guided customers through troubleshooting steps.
- Used technical knowledge and established procedures to resolve concerns.
- Explained technical information clearly based on each customer's needs.

**Assistant Manager, GHK FOOD PARADISE PTE. LTD. — SINGAPORE** **2013 - 2014**

- Assisted the Manager with daily operations and staff coordination.
- Organized tasks and followed up to keep activities on schedule.
- Coordinated with team members on operational and service needs.
- Supported management with daily decisions and activities.
- Handled additional management duties when the Manager was unavailable.

## EDUCATION

**TRACE COLLEGE** **2004 - 2008**

- Bachelor of Science in Computer Engineering

**Polytechnic University of the Philippines** **2020 - 2024**

- Bachelor of Science in Entrepreneurship

## CERTIFICATIONS & TRAINING

- Computer Hardware II — TESDA Laguna
- General Virtual Assistance Training — ProVA
- Social Media Management — ProVA
- Facebook Ads Management — ProVA
- Digital Art & Video Editing II — ProVA
- Graphics Design & Video Editing — ProVA
- JLPT N5
- JLPT N4

## TECHNICAL TOOLS

- Business / Workflow: CRM Software, Airtable, ClickUp, Notion, Microsoft Teams, Discord
- Creative / Technical: DaVinci Resolve, Adobe Premiere Pro, After Effects, CapCut