MICHELLE M. SUMILI



Cebu City, Cebu

PROFESSIONAL SUMMARY

Physical Therapist with experience in healthcare and the BPO/customer service industry, committed to delivering excellent patient care and professional interaction. Reliable,adaptable, and eager to learn, with strong teamwork collaboration and precise record-keeping skills

PROFESSIONAL EXPERIENCE

Customer Service Associate
Amazon Operation Services Philipppines, Inc.| Cebu Business Park, Cebu City 6000
September 2026 - Present

- Answer customer requests through phone
- Navigate and review solutions in rel-time using a variety of tools
- Assist with identity verification and account security concerns as needed
- Provide exceptional support and troubleshoot account and shopping issues

Medical Reviewer/Editor
D. Scribe Medical Transcription Services | Capitol Site, Cebu City 6000
December 2018 - April 2026

- Reviewed and edited the patient's medical files by excerpting pertinent and relevant information to be submitted in the form of a report known as the Review of Records or simply ROR.
- Ensured that the ROR is a concise and accurate based on client specific protocols of a patient's whole medical file.
- Employee of the Year Recognition

Physical Therapist
Wellness and Weight Control Center | Almana General Hospital | Al-Khobar, Kingdom of Saudi Arabia
August 2014 - August 2017

- Worked with other members of the multidisciplinary team by giving quality patient care and appropriate treatment programs by the use of therapeutic and relaxing massage.
- Assisted patients/clients in their fitness goal.
- Prepared monthly reports.

Customer Service Representative
Sykes Asia Inc. | Synergis IT Center, Cebu City 6000
July 2009 - December 2009

- Provided customer support solutions
- Documented customer interactions accurately.

Customer Service Representative
People Support | AsiaTown IT Park, Cebu City 6000
January 2006 - October 2008

• Assisted customers with account-related inquiries and service requests.
• Maintained accurate records of customer interactions using company systems.

Physical Therapist
Perpetual Succour Hospital | Gorordo Avenue, Cebu City 6000
July 2004 - December 2004

• Implemented treatment programs for patients.
• Educated patients on home exercise programs.
• Evaluated and documented patient progress while maintaining accurate clinical records.

Physical Therapist
Dr. Pablo O. Torre Memorial Hospital | Bacolod City, Negros Occidental 6126
November 2003 - January 2004

• Implemented treatment programs for patients.
• Provided education on home exercise programs.
• Monitored patient progress and maintained accurate clinical documentation

Physical Therapist
Erholen Physical Therapy Home | Sabang, Danao City, Cebu
November 2002 - January 2003

• Implemented treatment programs for patients.
• Assigned and administered case presentation, reporting, quizzes, practical exam, and evaluation.
• Evaluated the clinical performance of the interns at the end of their one-month rotation.

EDUCATION

Bachelor of Science in Physical Therapy
Southwestern University |Cebu City, Philippines 6000
Graduated: May 2002

Supplemental Coursework (Physical Therapy Credentialing Requirements)
Southwestern University | Cebu City 6000
Completed: 2010

• Completed the required coursework in: (1) Cultural Competency; and (2) Consultation, Delegation, and Screening.

LICENSE

• Physical Therapist
Professional Regulation Commission (PRC), Philippines
Registration Date: October 04, 2002

REFERENCES

Available upon request