

# Mike Lorenz Elesio

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## Professional Summary

Experienced recruitment and customer service professional with a track record of connecting top talent with growth-oriented companies. Known for a meticulous approach to customer satisfaction and efficiency in leveraging advanced technology to streamline recruitment. Dedicated to driving results in fast-paced environments with a quiet leadership style and focus on impactful actions.

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## Experience

Synapse

### Process Manager

May 2023 - November 2024

- Spearheaded an AI-driven recruitment process, achieving a significant reduction in hiring times and strengthening client partnerships through top-tier talent matching.

## Locsanity

### Customer Care Representative / Virtual Assistant

Feb 2021 - Feb 2024

- Delivered exceptional service with a 95% customer satisfaction rate by managing inquiries and coordinating order fulfillment. Enhanced the customer experience by providing expert product support and efficient issue resolution.

## Amazon FBA

### Amazon Product Researcher

Sep 2022 - May 2023

- Conducted in-depth product research, strategizing for higher sales and profitability. Collaborated with teams to optimize listings and monitor market trends and competitors.

## Upwork

### Transaction Coordinator & Virtual Assistant

Apr 2021 - May 2023

- Supported transaction processes and client needs through various tools like Google Suite, ClickUp, and FreshDesk.

## **Amazon Operation Services Philippines, Inc.**

### **Customer Service Associate**

Apr 2019 - Apr 2021

- Provided dedicated support in high-volume settings, adeptly addressing and resolving customer inquiries and enhancing service experiences.

## **Cebu Tours**

### **SEO Specialist Intern**

May 2017 - Apr 2018

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## **Education**

### **Cebu Technological University**

Bachelor's in Information Communication Technology (2014 - 2018)

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## **Skills:**

Shopify, Tidio, Amazon Seller Central, Customer Service, Product Research, SEO, Bubble.io, No-code Development, LinkedIn Recruiter

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## **Certifications:**

- SEMrush SEO Crash Course
- SEO HubSpot Certification