

MICHAEL ANGELO MONGALO

Saitama, Japan | mongalo.michael.a@gmail.com | [LinkedIn](#)

Authorized to work in the U.S. | Available for U.S. business hours (remote)

PROFESSIONAL SUMMARY

Customer experience specialist with 10+ years in customer-facing roles, managing the full customer journey across e-commerce, retail, and creative services from first contact and support through retention and repeat business. Independently built and ran an international eBay storefront, earning a 100% positive feedback rating through responsive customer service. Experienced managing long-term relationships with U.S.-based clients remotely from Japan, including an ongoing engagement producing AI-generated content for the Ray William Johnson YouTube channel, evaluating and refining outputs from Midjourney, ChatGPT, ComfyUI, and other generative AI tools to meet client quality standards. Multilingual in English, Spanish, and Japanese (JLPT N2), with a background spanning direct customer support, escalation handling, vendor relations, and cross-functional coordination.

CORE SKILLS

Customer Experience Management: Customer journey management, satisfaction & retention, escalation handling, client relationship management

Customer Support & Communication: Direct customer support across marketplaces, newsletter/CRM outreach, cross-cultural communication

Client & Vendor Relations: Long-term client & account management, vendor negotiation, sales conversion, partner retention

AI Tools & Quality: Claude, ChatGPT, Codex, Midjourney, ComfyUI, prompt engineering & tuning, AI output quality review

Operational & Process Skills: Order fulfillment, inventory management, event & program coordination, curriculum/process design

Creative & Digital Tools: Adobe Creative Suite, HTML/CSS/JavaScript, Canva, marketplace/CRM platforms (eBay, Amazon, Rakuten, Biino, GoQ)

Languages: English (Native), Spanish (Native), Japanese (Business, JLPT N2), German (Conversational)

PROFESSIONAL EXPERIENCE

Freelance AI Content Producer

2021 – Present

Self-Employed | Remote | Ray William Johnson (YouTube) | Etsy Shop | Children's Books

- Maintain an ongoing remote client relationship with the U.S.-based Ray William Johnson YouTube channel, delivering AI-generated visual assets on a recurring basis and consistently meeting creative expectations and deadlines across time zones.
- Evaluate AI-generated outputs against client quality standards, refining prompts and ComfyUI workflows to iterate quickly on client feedback using Midjourney, ChatGPT, and other generative AI tools.
- Manage direct buyer communication and licensing inquiries for an Etsy shop selling AI-generated pattern designs, and handle customer support for self-published titles distributed via Amazon KDP.

E-Commerce Site Specialist

2020 – 2024

Liberta Co., Ltd. | Soka, Saitama, Japan & Remote | [liberta-ltd.jp](#)

- Owned the end-to-end customer experience for an international eBay storefront, from listing and inquiry response to order fulfillment and post-sale support, maintaining a 100% positive feedback rating.
- Managed customer communication and issue resolution across multiple marketplaces (Rakuten, Amazon FBA, au PAY Market, YahooStore), maintaining service consistency across channels.
- Handled international shipping and fulfillment logistics, resolving delivery and product issues directly with customers to protect satisfaction and repeat business.
- Produced customer-facing content (product photography, video, newsletters) to set accurate expectations and reduce support friction.

E-Commerce Site Marketing Supervisor (Contract)

2021 – 2023

MyMoringas | Lake Butler, FL (Remote from Japan) | mymoringas.com

- Managed customer and prospect communication through newsletter campaigns, handling inquiries and feedback to support satisfaction and conversion.
- Oversaw social media presence and campaign content, ensuring consistent brand voice and responsiveness to customer engagement.

Sales and Marketing Manager (Contract)

2022 – 2023

Royal Yama Antique Gallery | Yashio, Saitama, Japan & Remote

- Managed client relationships end-to-end, from initial outreach through in-gallery experience to closed sale, tailoring communication to each client's interests.
- Built and maintained a network of vendor and gallery partners, negotiating terms and managing ongoing relationships to secure quality inventory.

English Instructor | Event Planner | Coordinator

2019 – 2020

Eikaiwa TREE (English Conversation School) | Misato, Saitama, Japan | eigotree.com

- Served as the primary point of contact for students and parents, communicating progress and resolving concerns in both English and Japanese.
- Planned and coordinated events for 100+ attendees, managing logistics to ensure a smooth on-the-day experience for all participants.

Freelance Graphic Designer

2014 – 2021

Self-Employed | Remote | Portfolio

- Managed client relationships across design, photography, and video projects, translating client feedback into revisions using the Adobe Creative Suite.

Manager Assistant

2014 – 2017

Laser Cosmetic Dentistry | Managua, Nicaragua | mongalo.net

- Served as a front-line point of contact for patients, managing scheduling, treatment communications, and promotional outreach via Dentrix Dental Software.

EDUCATION

Emerging Media, Graphic Design — University of Central Florida, USA (2016 – 2018)

CIS Study Abroad Japanese Program — Seisen University, Tokyo, Japan (2018)

Digital Media, A.A. — Seminole State College, USA (2014 – 2016)