

# **SHERRY MAE VILLACAMPA**

---

Address: F. Jaca Street, Torre Inayawan, Cebu City, Philippines 6000  
Mobile No.: +63-947-863-0555 | Email: [villacampasherrymaec@yahoo.com](mailto:villacampasherrymaec@yahoo.com)  
LinkedIn Profile: <https://www.linkedin.com/in/sherry-mae-villacampa-429214195>

## **SKILLS AND EXPERTISE**

- 14+ years of sales, service and digital banking experience in a universal bank with superior technology
- 18 months of front office and clerical work experience in hotels
- Efficient sales and negotiation skills
- Superior customer service skills, multi-tasking, interpersonal skills and time-management skills
- Proficient and competent in computer use, able to work from home
- Ability to work under pressure and in fast-paced environment
- Strong attention to details, career-focused, client-oriented and a team-player
- Excellent in verbal and written communication skills (English, Tagalog, Visayan)

## **EDUCATIONAL BACKGROUND**

University of San Jose-Recoletos (Cebu, Philippines) – June 1998 to March 2002

Bachelor of Science in Commerce major in Management - Graduate

- Canadian Equivalency Summary from World Education Services
- Bachelor's degree (four years) - ECA # 4251761IMM  
-valid from December 16, 2019 to December 16, 2024

University of San Jose-Recoletos (Cebu, Philippines) – June 1992 to March 1998

High School – Graduate (Secondary)

## **CERTIFICATES AND LICENSES**

- WHMIS (GHS) Training Online (Standard) – Expiry March 10, 2024
- PTE (Academic: Overall Score 69) – Expiry April 10, 2023
- Driver's license – Expiry October 27, 2021
- IELTS (General Training: Band Score 7 / CLB 8) – Expiry September 28, 2021

## **PROFESSIONAL WORK EXPERIENCES**

### **Sales and Service Assistant**

UnionBank of the Philippines (Cebu, Philippines)

January 2007 to present

- Projects a professional image by being smartly dressed, courteous, competent, efficient, and timely and personalized servicing of client's needs.
- Updated and detailed knowledge with the bank's existing and new products and services.
- Recommending and explaining the services and products to clients based on their banking needs.
- Processing deposits, bills payments, check encashment and withdrawals.
- Verifies technicalities and signatures of clients, and then ensures accuracy on both cash-ins and cash-outs, with delegated limits and secures manager's approval beyond authorized limits.
- Attends trainings and collaborating with other banking professionals to ensure high-quality customer service.
- Performs administrative and clerical duties, such as data entry and filing.
- Discussing their financial requirements and providing financial advice, when necessary.
- Checks and submits credit card and loan applications to the credit card manager or loans department.
- Assists in opening of accounts, telephone banking and online digital banking services.
- Resolving client's issues and complaints quickly and successfully, in order to provide excellent customer experience.
- Acts as an alternate custodian of branch manager for cash atm/vault combination and branch key securities.

## **Front Office – Telephone Operator**

Sarrosa International Hotel and Residential Suites (Cebu, Philippines)

August 2005 – February 2006

- Maintained an up-to-date knowledge of the hotel rates and other local services.
- Received each guest phone call in a professional and friendly manner.
- Provided effective communication with all related department to ensure smooth service delivery.
- Ensured proper operation of the switchboard, for fast and efficient answering of calls, and transferring of internal and external calls.
- Received messages for guests and management as per required standard and protocol.
- Gave wake-up calls to clients, when requested.
- Assisted in checking-in and checking-out of guests during peak season when hotel is fully booked.

## **Front Desk Staff**

Hotel Asia Gena Corporation (Cebu, Philippines)

March 2004 – March 2005

- Greeted guests and provide them with superb customer service.
- Ensured the front desk counter and the lobby is neat, presentable and equipped with all the necessary supplies.
- Take noted of reservations and bookings from walk-in customers and phone reservations.
- Registered hotel guests' for checking in and checking out of the hotel.
- Accepted cash/check/credit card payments for rooms, foods and lobby mini-store supplies.
- Balanced cash and other monetary transactions, made cash reports and related forms after every shift.
- Assisted guests in booking can/van rentals, room service body massage and other hotel guest's inquiries/requests.
- Answered all clients' questions and incoming calls, redirected phone calls to the appropriate department and take noted of messages.
- Accepted all letters and packages for the guests and employees then distributed them appropriately.
- Entertained inquiries on function rooms and booking events then referred to the sales manager.

## **TRAININGS AND SEMINARS ATTENDED**

1. UBP Xcellerator – Apptitude (Philippines) – July 2020
  - Microsoft OneDrive – online certification
2. UBP Xcellerator – Apptitude (Philippines) – July 2020
  - Microsoft OneNote – online certification
3. International Business Management Institute (Germany) – April 2020
  - Leadership and Team Development - online certification
4. UnionBank (Philippines) – April 2020
  - Information Security and Data Privacy Awareness - online certification
5. UnionBank (Philippines) – March 2020
  - Championing Remote and Online Workplace Development – online certification
6. The Center for Behavioral Support (Philippines) – November 2019
  - Module 1: Understanding Autism and ADHD: How to Manage Challenging Behaviors
  - Module 2: Behavior Management for Autism and ADHD: What Works and What Doesn't
  - Module 3: Positive Discipline (The 9 Parameters to Teach Children in School and at Home)
  - Module 4: Home Program for Autism and ADHD
7. UnionBank (Philippines) – January 2015
  - Anti-Money Laundering Act 101 – compliance workshop

## CHARACTER REFERENCES

- **Marivic Tiu - Cebu City, Philippines**
  - Branch Manager @ Unionbank of the Philippines
  - Email: [mvtiu@unionbankph.com](mailto:mvtiu@unionbankph.com)
  - Mobile# +63-920-932-7879
- **Shiena Marie Bucol - Cebu City, Philippines**
  - Digital Support Officer @ Unionbank of the Philippines
  - Email: [smpbucol@unionbankph.com](mailto:smpbucol@unionbankph.com)
  - Mobile# +63-917-326-2258
- **Carlo Ang – Cebu City, Philippines**
  - Reserve Pool Officer / Manager @Unionbank of the Philippines
  - Email: [cpang@unionbankph.com](mailto:cpang@unionbankph.com)
  - Mobile# +63-917-627-8727

## RELATIVES IN CANADA

- **Maria Joy Villacampa - Stratford, Prince Edward Island**
  - Administrative Assistant @ Tradewinds Eco-Energy Solutions
  - Email: [mariajoy.villacampa@gmail.com](mailto:mariajoy.villacampa@gmail.com)
  - Mobile# 902-916-3584
- **Maria Fe Villacampa - Edmonton, Alberta**
  - Registered Nurse @ Government of Northwest Territories
  - Email: [airam\\_fey@yahoo.com](mailto:airam_fey@yahoo.com)
  - Mobile# 902-401-5293
- **May Villacampa - Vancouver, British Columbia**
  - Senior HR & Finance Processing Specialist @ Peter A. Allard School of Law at UBC
  - Email: [mwillacampa23@gmail.com](mailto:mwillacampa23@gmail.com)
  - Mobile# 604-807-2067