

# Roberto Villamil

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Zone 8 Bayabas, Cagayan de Oro City, Cagayan de Oro City, Philippines

## PROFESSIONAL SUMMARY

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Customer Service Representative for more than 3 years with a proven experience in Customer Satisfaction Ratings, resolving complex customers inquires. As one of the tenured agents, part of my job is to provide assistance to newly hired agents and provide floor support in the Ops Area.

## WORK EXPERIENCE

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### Customer Service Representative

Apr 2018 - Present

Concentrix • Cagayan de Oro City, Philippines

CUSTOMER SERVICE REPRESENTATIVE FOR A STAFFING SERVICE APP (2021-PRESENT)

- APPROVE TIMESTAMP AND TIME OFF REQUEST
- REVIEW AND EXCUSE VALID ABSENCES
- ANSWER GENERAL PAYROLL QUESTIONS

CUSTOMER SERVICE REPRESENTATIVE FOR TNVS COMPANY (2019-2021)

- PROVIDE COMPENSATIONS AND REFUNDS FOR BOTH DRIVERS AND CUSTOMERS
- ASSIST DRIVERS IN UPDATING THEIR DETAILS
- ENSURE THAT THE INFORMATION GIVEN TO CUSTOMERS AND DRIVERS ARE UP TO DATE

SOCIAL MEDIA RESPONSE TEAM (2018-2019)

- MONITOR COMPANY MENTIONS AND FILTER THEM ACCORDING TO THEIR PRIORITISATION
- ESCALATE ANY NEGATIVE MENTIONS TO OUR DESIGNATED POC'S ALL AROUND THE GLOBE WHERE CONCENTRIX IS OPERATING IN

TECHNICAL SUPPORT REPRESENTATIVE (2018) FOR A NETWORKING DEVICE

- PROVIDE ACCURATE RESOLUTION TO INQUIRIES AND ADVISE WHAT IS THE BEST NETWORKING DEVICE FOR THEIR HOME NETWORK
- PROVIDE INSTALLATION AND TROUBLESHOOTING STEPS ON HOW TO SETUP THEIR NETWORKING DEVICE

## EDUCATION

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**B.A. International Studies**

Mindanao State University - Marawi City • Marawi City, Philippines

Aug 2018 - Mar 2019

**B.A. International Studies**

Xavier University - Ateneo De Cagayan • Cagayan de Oro City

Jun 2012 - Apr 2014

**SKILLS**

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**Computer Literate**

- Proficient in MS Word, Excel and PowerPoint
- Knowledgeable in using CRM such as Slack

**Empathy and Clear Communication Skills**

- Provide satisfying outcome to Customers inquires and requests by understanding their concerns

**Adaptability**

- Change is the only constant in this world. Able to stay composed when face with sudden change of policies and information

**REFEREES**

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**THERESE MARIE CARON (LEADER, SERVICE DELIVERY**

- Contact Information – [therese.caron@concentrix.com](mailto:therese.caron@concentrix.com)

**JUNLYN PACALDO (SR. TEAM LEADER, OPERATIONS**

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