

JOHN MARK VILLEGAS

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CAREER OBJECTIVE

Highly motivated and technically inclined individual with a strong focus on customer service and hospitality, seeking a dynamic position in the industry. Combining my passion for delivering exceptional guest experiences with my proficiency in handling various technical systems, I aspire to contribute to the success of a forward-thinking organization. With a keen eye for detail and a problem-solving mindset, I am committed to ensuring seamless operations and providing outstanding support to both customers and colleagues. Together, let's elevate the standards of customer satisfaction and technical excellence within your esteemed establishment.

EXPERIENCE

ITSM PRODUCT ADVISOR / PRODUCT ADVOCATE

Atlassian Philippines Inc, October 2020–Present

- Aggregated and summarized customer feedback and provided it to Product Management and Marketing teams to help define product strategy
- Interpreted use cases, recommended products, and drove sales stage from “pre-evaluation” to “evaluation”
- Led discovery calls with net-new evaluators and existing customers in the “Assess” phase of cloud migration
- Gauged feasibility of bronze customers' cloud migrations by addressing concerns, requirements, and blockers
- Served as the Subject Matter Expert for ITSM and identity management across the Product Advocate team
- Supported internal teams who needed assistance answering customers' product questions
- Staffed three of our product demos (Jira Service Management, Confluence, and Atlassian Access) and assist with customer questions in real-time
- Organized post-demo review sessions with new hires to discuss customer questions and identify learning gaps

HOTEL RESERVATIONS REPRESENTATIVE

Microsourcing Philippines, Oaks Hotels and Resort, November 2016–September 2020

- Worked closely with revenue managed to identify the best deal we can offer to our VIP clients
- Manages High Valued Customer Booking requests
- Worked as Subject Matter Expert handling escalations and supervisory task
- Worked as a mentor who aids the training team during the nesting periods of new hires
- Provides Coaching to new hires during nesting period
- Worked as an intermediate reservation agent
- Identified opportunities for improvement in reservation process flow or product offerings
- Provide excellent customer service/experience to all guests during online/ offline interactions

CUSTOMER SERVICE REPRESENTATIVE AGENT

Hewlett Packard – Accor Hotels, November 2014–June 2016

- Responsible for validating customer cases, logs case for the purpose of routing or dispatching an end-user to the proper resources
- Manages service requests from customers through different access channels

- Monitors the service event through completion for compliance
- Hotel Reservations Representative (Accor Hotels) Process reservation transactions on the booking system
- Provide excellent customer service/experience to all guests during online/offline interactions Efficiently access a number of electronic tools in order to provide accurate information to callers
- Research and actively find answers to respond to guests' inquiries and needs.

BARISTA

Starbucks Philippines, October 2013–August 2014

- Sold and served baked goods and miscellaneous food items, increasing company revenue.
- Maintained clean and healthy environment by following proper safety and sanitation regulations.
- Presented and explained drink menu, answering questions to educate customers.
- Brewed espresso and added syrups and steamed milk to craft specialty drinks for customers.
- Welcomed customers and answered questions regarding menu items and preparation methods.
- Possessed deep understanding of food safety regulations regarding proper storage and sanitation procedures.
- Cleaned and restocked dining room and bar areas and performed dishwashing and sanitation tasks.
- Operated cash registers and handled cash and card transactions.

EDUCATION

BACHELOR OF SCIENCE IN HOTEL AND RESTAURANT MANAGEMENT, Del Remedio San Pablo City, Laguna, San Pablo City

Laguna State Polytechnic University, April 2013

SKILLS

Characters

Knowledge In Using ResaWeb/PMS

Microsoft Applications (Word, Excel, Power Point, Dynamics)

Knowledge In Using Atlassian Products (Jira, Confluence, Trello)

Knowledge In Using Booking System

Technically Inclined

Self-Motivated And Learns Quickly

Flexible And Goal Oriented

Well-Developed Written And Verbal Communication Skills

ADDITIONAL INFORMATION

CHARACTER REFERENCES: Available upon request