

AILEEN P. VILLEGAS

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CAREER SUMMARY

A quality-based and detail-oriented person. Responsible, reliable, adaptable to diverse work situations, flexible with critical thinking and strong analytical skills.

EDUCATION

JOSE RIZAL UNIVERSITY

Bachelor of Science in Business Administration major in Marketing Management (June 2022)

- Jose Rizal University Scholar
- Pasig City Scholar
- Young Marketers Association, Social Activities Committee, Chairperson 2020
- Bachelor Degree Holder

STI COLLEGE - GLOBAL CITY

Senior High School Diploma - Culinary Arts

- Technical Vocational
- Home Economics-Cookery NC II Holder
- Commercial Cooking NC III Holder

COURSEWORK

Topics and assignments related to Marketing Strategies, Consumer Behavior, Market Research, Branding, Advertising. Cooking techniques, Food preparation, Nutrition, Kitchen Management, Menu planning, Food Safety and Sanitation, Baking and Pastry, Culinary Entrepreneurship, Culinary Events and Catering.

PROFESSIONAL EXPERIENCE

Skill-based – Technical Vocational/Home Economics Cookery

Front of House – All around service crew

Melt Grilled Cheesery – On the job Training Program

- Greeting and welcoming guests as they enter the restaurant.
- Maintaining the overall cleanliness and appearance of the dining area.
- Monitoring and managing the flow of customers to optimize seating.
- Communicating effectively with the kitchen staff to ensure timely service.
- Handling customer complaints and addressing any issues that arise.
- Working as a team to provide a seamless and enjoyable dining experience.
- Upholding the restaurant's policies and adhering to health and safety regulations.

Skill-based – Technical Vocational/Home Economics Cookery (Related activities)

Event Organizer – Set up Designer

Catering Service for Parents and Guardians (School program)

- Develop creative and functional event layout designs that optimize space and flow.
- Oversee the setup and installation of the event design elements on the day of the event. Make real-time adjustments as needed and ensure that everything is aligned with the approved design.
- Work within the allocated budget for design-related expenses. Identify cost-effective solutions without compromising the visual impact.
- Create an Event flow and collaborate with team members to execute the event properly.

Food Fest Competition: Western Cuisine

Catering Service for Parents and Guardians (School program)

- Ensure accurate portioning of meat to meet recipe specifications and minimize food costs. Proper portion control is essential to maintaining consistent dish quality and managing food expenses.
- Prepare and marinate meat cuts as needed for various recipes, taking into consideration flavor profiles, cooking techniques, and desired tenderness.
- Utilize culinary skills to cook meat to perfection using various methods such as grilling, roasting, braising, sautéing, and more.

Food Fest Cooking Competition: Western Cuisine

STI Academic Center, Bonifacio Global City

CHAMPION – Aug 2017

Food Fest Booth Competition: Western Cuisine

STI Academic Center, Bonifacio Global City

FIRST RUNNER UP – Aug 2017

Operation Client Assistance – Customer / Sales / Technical Support

Operation Technical Support Representative Tier III

TELUS International, PH (Smart Home Security)

- Receive and review escalated tickets for further investigation and resolution.
- Reach out to the customer promptly. Be polite, professional, and empathetic.
- Remote diagnosis and troubleshooting using any available tools or remote access to the customer's smart home security system.
- Thoroughly document the entire support process, including the issue, troubleshooting steps taken, the solution implemented, and any relevant communication with the customer and engineering team.

Technical, Sales, and Customer Support Representative Tier I

Teleperformance, PH (BOSE Speakers)

- Keep the customer informed about the progress of the investigation and any potential solutions being explored. Set clear expectations regarding response times and follow-ups.
- Offer the customer temporary workarounds to alleviate their immediate concerns and demonstrate your commitment to resolving the issue.
- Guide the customer through the necessary steps to implement it. If the fix requires a firmware update or configuration change, ensure the customer understands the process and its impact.

Managerial – People handling & Supervision

Flex Specialist , Quality Assurance Analyst

Teleperformance, PH (BOSE Speakers)

- Identify the key performance indicators (KPIs) that will be used to assess call flow quality.
- Implement call monitoring tools or software that allows supervisors or quality assurance (QA) agents to listen to live or recorded calls.
- Conduct calibration sessions with QA agents and supervisors to ensure consistency in evaluations.
- When issues arise or performance gaps are identified, conduct root cause analysis to determine the underlying reasons.
- Maintain detailed documentation of QA evaluations, feedback, and improvement initiatives. Generate regular reports to share with management and stakeholders.

Information Technology - Technical Engineer

Emapta Inc., Philippines

Quality Assurance Engineer (Riverside.fm)

- Develop a comprehensive test plan outlining the scope, objectives, and testing approach for the project.
- Create detailed test cases that cover different scenarios, functionalities, and edge cases of the software.
- Run the test cases on the software and record the results.
- If defects or bugs are found during testing, document them in a bug tracking system.
- Conduct performance testing to assess the software's responsiveness, scalability, and stability under various conditions, such as load, stress, and concurrency.

Quality Assurance Analyst (Riverside.fm)

- Maintain comprehensive documentation of test cases, test results, and any relevant testing-related information.
- Ensure that the software complies with industry standards, regulations, and guidelines based on the specific domain of the project.

Stay updated with the latest testing trends and technologies. Share knowledge and best practices with other team members to improve overall testing capabilities.

SOFTWARE SKILLS

Google Drive, Google Docs, Google Sheets, Excel, Word PowerPoint, Microsoft, OneNote, Canva

REFERENCES

Available upon request.