

AILEEN ABEL DE VILLA

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OBJECTIVES:

- ❖ To use my skills in the best possible way for achieving the client's goals
- ❖ To enhance my professional skills in a dynamic and fast-paced workplace
- ❖ To solve problems in an effective and creative manner in a challenging role
- ❖ Seeking a responsible job with an opportunity for professional challenges

EMPLOYMENT HISTORY:

WAGER-GUN COMPANY (CASINO AND GAMBLING)

November 2020 – May 2021

- ❖ To provide friendly, personalized service to our clients via telephone contact, booking casino appointments for promotions and offers.
- ❖ Give the players best customer service for them to make more deposit and play more.
- ❖ Answer inbound and outbound calls as well as virtual interaction with players to assist in booking promotional rewards and/or answer questions regarding player's account.

CHRONOS STRATEGY INC

August 2018 – April 2019

- ❖ Helping seniors or elderly people obtain medical equipment through their Medicare Health Insurance
- ❖ Assisting people to get qualified for medical needs and prescriptions

SYNCHRONY BANK

June 2014 – October 2017

- ❖ Tracing delinquent clients through a special tool and assisting them on how to pay their debts by providing an option
- ❖ Performing duties from time to time and escalate the situation of each client to get back their good credit

MAGELLAN SOLUTIONS

April 2010 – May 2014

- ❖ Providing good customer service to our Netflix customers
- ❖ Enrolling / cancelling an account

ASIA PREMIER ONE SOURCE

May 2006 – March 2010

- ❖ Performing duties from time to time and hitting the sales quota every week
- ❖ Analyzing the strategy of the market to reach the goal provided by the team leader

SKILLS:

COMMUNICATION AND NEGOTIATION SKILLS

- ❖ I can express myself effectively

TEAMWORK

- ❖ I can set a task with proper coordination to accomplish it on time

PROBLEM SOLVING

- ❖ I have an ability to blend of using analytical and creative thinking to find solutions

EDUCATION:

UNIVERSITY OF BATANGAS

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

1999 - 2003

