

Gino Carlo Villena

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Silang, Cavite 4118



Summary:

Seasoned and experienced CS/Sales/Experience Associate, an aspiring applicant who is open to different kinds of work, 3 years and running with BPO, 10 years and running total work experience, team player, honest, hardworking, creative and willing to get out of my comfort zone. Excellent Communication Skill, Proper Etiquette at Work, Advanced Computer Knowledge and Skills.

Work Experience:

Lead Generation Specialist

411 LOCALS • Cebu

02/2017 - 03/2018

Outbound sales campaign. Opener for Google Search Optimization products. Gather information from prospects, transfer prospects to closers.

Trainee Technician

Toyota Motors Philippines Pasong Tamo • Pasong Tamo, Makati

01/2018 - 01/2019

Filling up job orders, checking availability of parts, diagnosing and troubleshooting of the problem, repairing and programming of the automobile.

Auto Technician/Mechanic

Mazda Sta. Rosa Philippines • Sta. Rosa, Laguna

04/2019 - 06/2020

Filling up job orders, checking availability of parts, diagnosing and troubleshooting the problem, repairing and programming the automobile, test driving, advising, scheduling of the next check up.

Customer Service Representative

Concentrix • Sta. Rosa, Laguna

10/2020 - 04/2021

International retail account. Addressing customer's concern, processing, canceling, tracking of order.

Customer Experience Associate

Full Potential Solutions • Ortigas, Pasig

08/2021 - 11/2021

Remittance international hybrid account. Assist customers in signing up, transferring funds, tracking, canceling, creating and forwarding emails, virtual chat assistant.

Sales Associate/Customer Service

Teleserve Asia • Silang, Cavite

05/2022 - 05/2023

Inbound international voice campaign. Converting calls to sales, gathering information, sending orders.

Skills :

- Problem- Solving
- Advanced Computer Knowledge and Skill
- Excellent Communication Skill
- Team Work
- Creativity
- Time Management
- Flexibility

Educational Background :

AB Psychology

De La Salle University Dasmarinas • Dasmarinas, Cavite

AB Psychology

Adventist University of the Philippines • Silang, Cavite

Automotive

Toyota Motors Philippines School of Technology • Sta. Rosa,
Laguna 10/2018

Hobbies:

Creating/Composing/Mix & Mastering Musician, Outdoor Camping, Hiking, Ultimate Frisbee, Gaming