



# DEMINIQUE APRIL L. VILLA

## CONTACT

- +639277026777
- dhemzvilla06@gmail.com
- Zambales, Philippines
- linkedin.com/in/deminique-villa-384172143

## SKILLS

- Teamwork
- Time Management
- Customer Service
- Leadership
- Verbal and Written Communication
- Can work under pressure
- Flexible to changes

## TOOLS

- Yodel CRM
- One Source
- CAPS
- Equifax
- Lexus Nexus
- TedX
- Bill Trust
- Cybersource
- Microsoft Office
- LogMeln

## LANGUAGE

English  
Filipino

## PROFESSIONAL PROFILE

An independent and self-motivated individual looking for an opportunity in your company where I can utilize the extensive knowledge I have gained during my career in the BPO industry. Well versed in providing great customer service and problem solving.

## EDUCATION

### Vocational

Call Center Services (GIS)

- San Marcelino, Zambales (2013)

### Secondary

Valiant Educational Institute

- San Antonio, Zambales (2006-2010)

## SEMINARS/TRAININGS/JOBS ATTENDED

### Youth Summit Leadership SK Trainings (2011-2014)

#### SK Chairman

- Providing public service to the youths of our town.
- Showcasing leadership and being a role model to my peers,

## **Sutherland Global Services**

### **·Microsoft Answerdesk Chat Technical Support (February 2014-December 2015)**

- Providing basic step by step troubleshooting for customers through chat.
- Performing remote control session to troubleshoot different software issues for Microsoft Office, Office for MAC, One Drive, Outlook and every Operating System of Microsoft
- Researching new troubleshooting steps in order to resolve complex issues.
- Creating a file that shows every troubleshooting step for the most known issues and converting it into a URL file through the company's cloud for newbies to use.
- Communicating with multiple customers all at once through Chat and Phone.
- Up-selling different Microsoft products and services,
- Analyzing the main concern to provide the proper resolution and saving customer's time.

### **·McAfee Intel Security Technical Support (December 2015- August 8,2016)**

- Providing basic step by step troubleshooting for customers over the phone
- Performing remote control session to troubleshoot installation and activation issues
- Offering upgrades and different promotions
- Finding the best option for customers to avoid cancelling their subscription.

## **Convergys**

### **·Citi Bank Fraud Early Warning “fraud analyst” (August 2016 – September 2017)**

- Assisting customers to activate their card whenever it gets blocked.
- Helping customers to block their card and sending them a new one every time its compromised.
- Identifying if the caller is the real card holder or a fraudster using their security questions and accessing their credit history through Lexus Nexus.
- Escalating complex issues such as Identity theft and/or family fraud through the proper department with complete documentation.
- Giving proper empathy to customers whose card were blocked while using it on a certain establishment , providing fast resolution and giving knowledge on how to avoid the said scenario on happening.

## **Triple S Shore Staff Solution**

### **·Senior Team Leader - GBL Financial, Student Loan Rescue, Yodel Campaigns (Medicare, Hearing Aid, Cruise, EDU), Verizon FiOS, UK Boilers (january- July 2017)**

- Assisting agents on resolving every customers concern.
- Taking in sup calls to avoid losing a customer,
- Identifying the best plan and/or subscription for each and every customer in order for my agents to provide best customer service and help them reach their numbers.
- Proactively taking over calls if an agent is having a hard time dealing with difficult customers in order to still end the call in the most positive way.
- Training agents on utilizing all of their tools and product knowledge.

### **CPL Synergy Outsourcing ( New name for Triple S Shore Staff Solution )**

#### **·Account Supervisor/ Client Acquisition Manager – (August 2017 –January 2018)**

- Handling different kind of accounts for the said company. Finding accounts, data/leads, and VOIP.
- Communicating with potential clients who provides outsourcing accounts through LinkedIn, Skype and email.
- Reviewing contracts, making deals and negotiating payouts for each and every client.
- Presenting the bond contract and revenue terms to the Company's owners/partners. Discussing the best way to handle an account in order for the Company to gain the most revenue that it can.
- Maintaining the positive relationship between the clients and the company itself.
- Constructing contracts, monthly projection and non-disclosure agreement.

### **RMS, Iqor Clark**

#### **·Collections Agent BELL Canada (February 2018- February 2020)**

- Calling out customer who have outstanding balance on their subscription to avoid suspension.
- Providing details about account information and other basic inquiries.
- Identifying customer's financial situation in order to provide the best payment plan and/or extension.
- Processing payments over the phone with proper call masking to secure customer's bank details.
- Reviewing customer's bill to make sure that there are no unnecessary charges and waving them if that's the case.

#### **·FedEx Freight Credit Representative B2B (February 2020 - July 2022 )**

- Processing credit card and e-check payment for companies through Bill trust and Cybersource.
- Identifying if we can release shipments while communicating with Service Centers.
- Answering account inquiries, updating account documentation and providing resolution for basic issues.
- Proactively connecting customers over proper departments if the issue is more complex and/or out of scope.
- Running credit checks for companies using Equifax in order to identify if we can remove the hold on their account.

### **TWL Agency (Client Name - Growth99) (October 2022 - Feb 2024)**

- Managing accounts for clients.
- Doing everyday upsell to existing clients and closing new deals.
- Making sure all clients concern are taken care of.
- Handling Escalation and avoiding cancellation.
- Providing help with client about how to boost their website traffic using SEO and paid ads. Making sure the their website is up and running. Handling all support tickets.

## PERSONAL INFORMATION

- Age : 28 Years Old
- Date of Birth : April 6, 1994
- Place of Birth : Olongapo City
- Height : 5'5"
- Weight : 160 lb.
- CivilStatus : Single
- Citizenship : Filipino
- Gender : Female
- Religion : Protestant

## CHARACTER REFERENCE

### **Naliana Magat**

Operations Manager at CPL Synergy Outsourcing

- +639162005068

### **Lovely Ugalde Pamintuan**

Former supervisor at Bell Canada and Supervisor at FedEx ,Iqor Clark

- +639773839461

### **Carlo Riggo Galang**

Former Supervisor at FedEx ,Iqor Clark

- +639175910883

### **Patricia Nicole Anne Fuellas**

Supervisor at Insurance Service , Iqor Clark

- +639458899679

I hereby certify that the above information are true and correct to best of my knowledge.



Deminique April L Villa  
Applicant