

CSR - non-voice (preferred)
Voice Rep: Mary Beverly Repito

11/02/11
@ 10:10 pm

Documentation



36 wpm
96 %

HELEN V. VILLARIN

250 – I Gorordo Avenue, Kamputhaw, Cebu City, Philippines

Contact Nos.: 0927-2862901

Email address: hvillarín@yahoo.com 52 y.o.

2 kids
done w/ college

Career Objective

To utilize my knowledge and expertise in assisting clients with their various needs and to acquire enhancement for personal growth.

Professional Summary

I am presently connected with Convergys Philippines as a Customer Account Executive for seven (7) years now. I also have a part time homebased job as an ESL tutor. Over eighteen (18) years of experience in Operation Management, Customer Service and being an Executive Assistant in one of the leading Pre-need company before in the country. Has a strong track record in job performance and has the ability to manage and motivate people through change. Has a good interpersonal communication and relationship building. Dependable, honest, responsible and can work under pressure with less supervision.

Technical
Dept.

Ok if
non-voice

← 25k All in
ES : 22 BP
SD : 30 days
after resignation

Helen

BPD?

- discouraged w/ Convergys mgmt.
- isn't advantageous
- less stressful
- Concentrix

Employment History

- **Customer Service Representative** - Convergys Philippines (May 16, 2011 - Present) = 7 years *part-time home based*
- ✓ ➤ **ESL Tutor** - RareJob Philippines (December 30, 2011 - Present) = 6 years
- ✓ ➤ **Operations Manager & Executive Assistant to the VP** - Professional Group Plans, Inc. (1988 - 2006) = 18 years *cashier → OP sup → OPs mgr*
- ✓ ➤ **Bookkeeper** - Villamala & Associates (1987-1988) = 1 year
- ✓ ➤ **Customer Service Assistant/Cashier** - Fortune Care Insurance = 4 months

Educational Background

College

School : University of San Carlos
 Year Graduated : 1987
 Course : Bachelor of Science in Commerce major in Accounting

- iPloy?*
- friends in iPloy
- vacancies in non-voice
- less customer interaction
- career advancement
- a part of the company's growth

didn't pass board exam

High School

School : Miraculous Medal School
 Year Graduated : 1983

Elementary

School : Lahug Elementary School
 Year Graduated : 1979

- Attendance?*
- top agent (certification)
- late a few times but < 5 mins
- absent w/ approval of supervisor

Awards Received

- ❖ Title = Top Agent Award *Comcast*
 Company = Convergys Philippines *technical dept.*
 Date = February 12, 2018
- ❖ Title = Outstanding Performer - Rank 1
 Company = Convergys Philippines *comcast*
 Date = March 9, 2018 *customer facing*
- ❖ Title = Outstanding Performer - Rank 2
 Company = Convergys Philippines
 Date = May 9, 2018
- ❖ Title = Loyalty Award
 Company = The Professional Group Plans, Inc.
 Date = September 8, 1996

Strengths

- friendly
- flexible
- willing to learn
- team player

Weaknesses

- sensitive

graveyard - ok

- ❖ Title = Employee of the Month
Company = The Professional Group Plans, Inc.
Date = September, October & November 1998

- ❖ Title = Most Outstanding Employee of the Year 1998
Company = The Professional Group Plans, Inc.
Date = February 4, 1999

Trainings Attended

- 1.) Title = Creating Repeat Customer Service
Facilitator = Ms. Wendy Rafanan – Potentials Training Center
Date = September 27, 2004

- 2.) Title = Pro-Service Program-Customer Advocacy: Exceeding
Customer's Expectations
Facilitator = TPG Corporation
Date = November 10-12, 2003

- 3.) Title = 7 Habits of Highly Effective People
Facilitator = TPG Corporation
Date = January 23, 2003

- 4.) Title = Performance Counselling Program
Facilitator = TPG Corporation
Date = June 15-16, 2002

- 5.) Title = Basic Management Program
Facilitator = TPG Corporation
Date = June 13-14, 2002

- 6.) Title = ISO 9001:2000 Orientation Course
Facilitator = TPG Corporation
Date = March 13, 2002

- 7.) Title = Strategies for High Impact Presentation
Facilitator = Mr. Manalo Silayan – Mind Broker Corp.
Date = November 22-24, 2001

- 8.) Title = Business Writing
Facilitator = Prof. Iris Lenore Ostrea – De la Salle University
Date = November 8-10, 2001

- 9.) Title = Managing Cost & Profits
 Facilitator = Prof. Maurino Bolante – Asian Institute of Management
 Date = October 18-20, 2001
- 10.) Title = Marketing Management: Value Creation, Delivery & Sustenance
 Facilitator = TPG Corporation
 Date = June 15-16, 2002
- 11.) Title = High Power, High Impact, High Vision Leadership
 Facilitator = Mr. Jose Rafael Bernal – Mind Broker Corp.
 Date = September 20-22, 2001
- 12.) Title = Psychological Internship Program
 Facilitator = University of San Carlos – Psychology Dept.
 Date = March 13, 2000
- 13.) Title = Strategic Planning Conference
 Facilitator = Center for Organization Research & Dev., Inc.
 Date = October 6-8, 1997
- 14.) Title = Service Excellence & Account Conservation Training Program
 Facilitator = TPG Corp.
 Date = April 28-30, 1997
- 15.) Title = Managing Change Amidst the Impact of Information Technology
 Facilitator = Ancilla Training Center
 Date = October 18-19, 1996

Personal Data

Date of Birth : June 19, 1966
 Place of Birth : Cebu City
 Age : 52 years old
 Sex : Female
 Civil Status : Married
 No. of Children : 2
 Religion : Roman Catholic
 Citizenship : Filipino
 Name of Spouse : Allan D. Villarín
 Occupation : Self-employed
 Languages Spoke : English, Tagalog & Cebuano

References

- Mary Beverly Pepito
Agent
Iploy Staffing Solutions
Archbishop Reyes Avenue
Cebu City
- Ma. Teresa J. Balbuena
President & Managing Director
Quinta Land Holdings Property Corp.
Marco Polo Drive
Nivel Hills, Cebu City
0922-8833553
- Bryant C. Acar
Master Teacher – 2
Science & Technology Education Center
Lapulapu City, Cebu
0943-0166769