

ANGELICA VILLAMOR

angelicaavillamor@gmail.com | 09924737752 | Phase 4 Deca Homes, Tungkil, Minglanilla, Cebu, 6046

OBJECTIVE

Detail-oriented professional with over five years of experience, capable of executing tasks independently. Skilled at managing administrative tasks and maintaining confidentiality. Strong organizational and communication skills. Proactive and eager to learn new skills. Team-oriented with outstanding interpersonal skills.

WORK EXPERIENCE

Appointment Setter, No Needle Needed Oct 2023 - Present

- Managed executive calendars, scheduled appointments, and coordinated with clients.
- Dedicated full efforts to securing sales appointments through outbound calling.
- Maintained detailed and organized records in a cloud-based platform.

Recruitment Associate, EDI Staffbuilders International Jan 2021 - Jul 2023

- Mainly accountable for managing Online Candidate Communication and German Disseminating Information.
- Maintained clear communication with candidates, providing timely updates and feedback.

Customer Service Associate, Wipro Apr 2021 - Oct 2021

- Handled confidential information per data security protocols.
- Provided prompt, attentive service to customer inquiries and healthcare concerns.
- Actively listened to patient feedback, implementing improvements to enhance care quality.

Design Associate, RipeConcepts, Inc. Sep 2020 - Dec 2020

- Designed print materials (brochures, banners, signs) using Adobe InDesign.
- Collaborated with customers and managers to plan projects and submit design ideas.
- Monitored and improved final products to meet quality standards as a Quality Analyst.

Customer Service Agent, Sykes Enterprises Nov 2018- Feb 2020

- Resolved customer account inquiries and service complaints, ensuring satisfaction.
 - Provided enthusiastic, first-class customer service, quickly addressing educational account inquiries.
-

EDUCATION

Bachelor of Business in Information and Communications Technology

Cebu Technological University
June 2016 - August 2020

KEY SKILLS

- Microsoft Office Proficiency
- Quality Assurance
- Organizational and time management skills
- Problem solving
- Customer service
- Attention to details
- Analytical and Technical Skills