

DANICA HOPE VILLALUZ

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Objective:

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.

Experience:

- **AFNI** June 2023 – December 2023
Customer Loyalty Support
I assist US based Customers in their inquiry about their postpaid phonelines.
- **Rarejob Inc.** January 2023 - Current
ESL Tutor Freelance
I teach English Japanese students from middle schoolers to professionals part time.
- **Optum Global Solutions** November 2021 - September 2022
Health Care Advisor
I talk to hospital officials, nurses, doctors, doctors' secretary, or other healthcare professionals and discuss the patients/members insurance.
- **24/7 Intouch CX** September 2019 - October 2020
Customer Care Specialist
I handled multiple accounts due to the pandemic, from streaming service, chat support for online grocery, and an appointment setter.
- **Transcom Asia** June 2017 - September 2019
Technical Support Representative
Handling technical support for UK clients for their phone and internet services.

Education:

- **La Carlota City College** S.Y. 2008 - 2009
A.B. - English
1st Year College Undergraduate