**JEMIMAH B. VILLANUEVA**



210 Istambay St., Pusiw, Numancia

Aklan, Philippines

5604

+63908 919 4917

**I. PERSONAL**

Birthplace: Pusiw, Numancia, Aklan

Birthdate: February 19, 1992

Age: 31

Sex: Female

Nationality: Filipino

Civil Status: Single

Height: 5'4 sss

Weight: 80 kl.

**II. EDUCATIONAL ATTAINMENT**

COLLEGE:

**Bachelor of Secondary Education major in English**

**Northwestern Visayan Colleges**

Kalibo, Aklan

2013

Presidential Academic Award of Excellence

Outstanding Pre-Service Teacher

Cultural Awardee (2012, 2013)

Top 3 Veritas Honor Society

**Bachelor of Secondary Education major in Social Science**

**Philippine Normal University**

Taft Ave., Manila

2010

HIGH SCHOOL:

**Carlos P. Garcia High School**

Jesus, Pandacan, Manila

March 2008

8th Honorable Mention

Principal Bronze Medal

PTCA Bronze

Medal Declaimer of the Year

Best in Editorial Writing

Debater of the Year

Outstanding Hi-Yer's

**Regional Science High School-VI**

Old Buswang, Kalibo, Aklan

2004-2006

ELEMENTARY:

**Kalibo Pilot Elementary School**

Kalibo, Aklan

March 2004

4th Honorable Mention

**III. SEMINARS/TRAININGS ATTENDED**

Certificate of Eligibility on Career Service Professional

With a general weighted average of 82.34 (December 6, 2012)

Off-Campus Training Student-Teacher

Numancia Integrated School (January 9-March 8, 2013)Parent Educator's Training,

Facilitator-Speaker, Northwester Visayan Colleges (December 15, 2012)

Adolescent Health and Youth Development (AHYD) Seminar,

Facilitator-Speaker, Bakhawan Eco-Park, New Buswang, Kalibo, Aklan (October 13,

2012)

Adolescent Health and Youth Development Seminar

Facilitator-Speaker, Devorah Resort, Tangalan, Aklan (May 5-7, 2012)

Leadership Training Seminar (College)

Facilitator-Speaker, NVC CSQ Gymnasium, Capitol Site, Kalibo, Aklan (Aug 25, 2012)

Adolescent Health and Youth Development Live-in Seminar

Facilitator-Speaker, Northwestern Visayan Colleges (January 28-29, 2012)

Parent Educator's Training

Facilitator-Speaker, NVC AVR, RSQ Bldg, Kalibo, Aklan (February 18-19, 2012)

2-Day Live-in Adolescent Health and Youth Development Seminar

Facilitator-Speaker, Northwestern Visayan Colleges (January 28-29, 2012)

Research Forum-Seminar on CHED's Research Agenda

Northwestern Visayan Colleges Kalibo, Aklan (March 12, 2012)

Training of Trainers on Peer Education

Gov. Corazon L. Cabagnot Tourism and Training Center Kalibo, Aklan (November

30-December 4, 2011)

Barangay Population Officers Training of Trainers

Ati-atihan County Inn Kalibo, Aklan (October 18-20, 2011)Acting Workshop Mobile Theatre Foundation (Manila), Inc. in coordination with NCCA

Sta. Ana Arts Center, Plaza Hugo, Sta. Ana, Manila (August 29-30, September 6,13,

2009)

Basic Theater Acting Workshop Philippine Stagers Foundation Studio

Sampaloc, Manila (March 28-May 6, 2009)

**IV. WORK EXPERIENCE**

**Retrievables**

**Business / Sales Account Executive**

March 2022- August 2023

As a Sales Account Executive at Retrievables, my primary role revolves around facilitating the legal collection process for businesses grappling with outstanding debts. My responsibilities encompass identifying and engaging potential clients who are seeking to recover owed funds, guiding them through the intricacies of debt collection, and tailoring solutions from our extensive network of collection lawyers. My work involves building and nurturing relationships with both clients and collection attorneys to ensure a seamless and compliant debt recovery journey. I am accountable for meeting or surpassing sales targets, staying updated on industry dynamics and legal changes, and meticulously documenting client interactions and revenue generation. In essence, I serve as the vital link connecting businesses in need of debt collection services to the appropriate legal professionals, aiding them in retrieving the funds owed while adhering to legal and ethical standards.

**ACL-LAW**

**Administration Assistant**

June 2022 - September 2023

As an Administration Assistant at ACL-LAW, my role is multifaceted and essential to the smooth functioning of the legal practice. A significant part of my responsibilities involves transcribing important documents, ensuring accuracy and attention to detail in all written communication. I handle email correspondence, maintaining effective communication with clients, colleagues, and external parties. Additionally, I am responsible for appointment setting, helping to coordinate and manage schedules efficiently. In the era of virtual proceedings, I play a crucial role in organizing and facilitating court meetings, ensuring that all technical aspects run seamlessly. Beyond these tasks, I engage in various administrative duties that contribute to the overall efficiency and organization of ACL-LAW, making certain that daily operations are well-supported and streamlined.

**Telephone Receptionist / Admin**

**Kangaroo Point Medical Centre**

June 2022 - June 2023

As a Telephone Receptionist/Administrator at Kangaroo Point Medical Centre, I serve as the frontline point of contact for our patients and the administrative backbone of our healthcare facility. My role encompasses a diverse range of responsibilities, starting with efficiently managing incoming calls and providing courteous and helpful assistance to callers. Beyond that, I take charge of various administrative tasks, ensuring the smooth and organized operation of the medical center. This includes booking patient appointments with doctors, carefully coordinating schedules to accommodate both patients' needs and doctors' availability. My meticulous attention to detail ensures that appointments are scheduled accurately and efficiently. In essence, I play a pivotal role in delivering exceptional patient care by handling the essential communication and administrative aspects of the medical center, contributing to the overall well-being of our patients and the effectiveness of our healthcare services.

**Real Estate Telemarketer**

**Keller Williams Realty**

November 2019 - August 2021

 As a Real Estate Telemarketer,my role was dynamic and results-oriented. I actively sought out new leads and nurtured prospects in the pipeline. My primary responsibilities included making outbound calls and securing a minimum of 3-4 appointments daily. I efficiently managed the sales pipeline throughout the entire sales process. Additionally, I played a pivotal role in coaching and training virtual assistants, closely monitoring their performance. Daily, I took the lead in conducting meetings, role-playing sessions, and necessary training. To stay organized and on track, I diligently used the CRM system to update and manage tasks until deals were successfully closed. I consistently exceeded both monthly and annual sales quotas, demonstrating a strong commitment to achieving and surpassing set targets.

**Re/Max Select**

**Appointment Setter / Inside Sales Agent / VA |**

January 2019 – October 2019

During my tenure at Re/Max Select, I played a crucial role in the sales and lead generation process. My primary responsibilities included setting appointments, conducting inside sales activities, and performing various tasks as a virtual assistant. This multifaceted role demanded effective communication and organization skills to engage with potential clients and nurture leads. I worked diligently to ensure a smooth flow in the sales pipeline and was proactive in meeting and exceeding performance targets. My time at Re/Max Select allowed me to hone my skills in sales, customer interaction, and virtual assistance.

**Cross Function Specialist II / Retail and Card Customer Service**

**JP Morgan Chase & Co.**

May 2018 - March 2022

As a Cross Function Specialist II at JP Morgan Chase & Co., I hold a versatile role that spans two critical departments within the organization: Retail and Card Customer Service. My responsibilities are twofold, encompassing both credit and debit card customer service roles. In this capacity, I serve as a central point of contact for our clients, offering comprehensive assistance for a wide range of inquiries. Whether it's addressing billing questions, resolving issues, or providing guidance on navigating our online and mobile banking platforms, I am committed to ensuring our customers have a seamless and satisfying banking experience. My role as a Cross Function Specialist II underscores JP Morgan Chase's dedication to delivering exceptional customer service and financial support, catering to all aspects of our clients' banking needs.

**Sales Account Manager / Customer Success Advocate**

**RingCentral**

November 2017 - April 2018

As a Sales Account Manager and Customer Success Advocate at RingCentral, my role is multifaceted and pivotal in delivering top-notch communication and collaboration solutions to our clients. On one front, I focus on new customer acquisition, diligently managing the sales pipeline and expanding our book of accounts. I engage in consultative selling, understanding our clients' unique needs and tailoring our comprehensive suite of services, which include fax, Glip, Contact Centre, telephony, phones, and cloud solutions, to meet their specific requirements. Additionally, I play a crucial role in customer retention by assisting existing clients, addressing their inquiries, and ensuring their ongoing satisfaction with our products and services. Furthermore, I manage and participate in product and service demonstrations, showcasing the value and capabilities of our solutions. My role at RingCentral is dedicated to enhancing our customers' communication experiences while driving growth and success for both them and the company.

**Billing and Sales Specialist**

 **AT&T, thru IBEX Global**

May 2016 to November 2016

As a Billing and Sales Specialist at AT&T, my role is multifaceted, involving a combination of financial management and sales responsibilities. On the billing front, I am responsible for ensuring accurate and timely billing for our customers, handling inquiries about billing statements, and resolving any billing-related issues. My meticulous attention to detail is crucial in maintaining precise financial records and providing customers with a seamless billing experience. Simultaneously, I actively engage in sales activities, promoting AT&T's products and services to both new and existing customers. This involves understanding customers' needs and presenting tailored solutions that align with their communication and entertainment requirements. My role also entails identifying upselling and cross-selling opportunities to enhance customer satisfaction and drive revenue growth for AT&T.

**Retention Specialist**

**Bell Canada, thru Sitel Philippines**

May 2013 to April 2016

As a Retention Specialist at Bell Canada, my primary role is focused on preserving and enhancing the company's customer base. I specialize in retaining existing customers by providing exceptional service and addressing their concerns and needs. This entails conducting thorough assessments of customer accounts, understanding their usage patterns, and identifying opportunities to enhance their current services or resolve any issues they may be experiencing. I am skilled in empathetic communication and problem-solving, ensuring that customer concerns are addressed promptly and effectively. My ultimate goal is to foster strong customer relationships, reduce churn rates, and contribute to Bell Canada's reputation for excellent customer service.

**V. SKILLS**

* Great command in using tools like Microsoft Office (Word, Excel, Outlook), Slack, Skype, Google Calendar, Google Workspace, Adobe Photoshop, Canva, Jibble, Deputy, BaseCamp, Microsoft Teams, Google Meet, Adobe Connect, Quickbooks, LastPass, Calendly, HubSpot Meetings, Microsoft Outlook Calendar, Google Drive, ChatGPT, Google Trends.
* Experience with using CRMs such as Salesforce, Customer Assist, First Assist, Zoho, HubSpot, ActionStep, Zendesk, Pipedrive, NetSuite, BestPractice.
* Very knowledgeable with Telephone Dialer Systems, including JustCall, RingCentral, 8x8, PhoneBurner, Five9, Mojo, Qwikdial, inContact Dialer Software, Genesis Communications, CloudTalk, Aircall, Dialpad, Vocphone, ZoomInfo.

**VI. REFERENCES**

**BRYAN RAY SOLANO**

**OIC Principal**

Nabaoy Elementary School

+63917710532

**REBECCA TANDUG BARRIOS**

**Vice President for Academincs**

Northwestern Visayan Colleges

+639155632400

**RENDALE VELASCO**

**Procurement Admin**

PoyZen Inc.

+639706289050