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Leana Jessamine Villegas Marcelino

SKILLS

- Strong communications skills both written and oral
- Leadership and Mentoring
- Responsible with the tasks assigned
- Capable in analyzing and solving problems
- Client Success Management, Facilitating Onboarding and Client training
- Customer Service Expert
- Short-Term/Vacation Rental Management
- Channel Management such as Airbnb, Booking.com, Guesty, VRBO, TripAdvisor, Travelstaytion, Holidu, Hometogo, Expedia and Agoda
- Project Management Vacation Rental Software Configuration
- Knowledgeable with the following platforms: WordPress, Microsoft Office & G-Suite, ZenDesk, Salesforce, HubSpot, Zapier, PipeDrive, Zoho, Guesty, GoHighLevel, Lending Wise, Velocify, Slack, Zoom Meeting, Google Classroom, Trello, Microsoft Teams and Google Meet
- Intermediate knowledge in using Webhooks, Lead API, JSON, SMTP integration and form scripts powered by API to gather information using website forms.

EXPERIENCE

Aloware – *Solutions Engineer*

February 2021 – June 2024

- February 2021 – October 2021- Technical Support Engineer
- November 2021 – January 2022 – Technical Support team Manager (INTERIM)
- February 2022 – October 2022- Senior Technical Engineer for Customer Success Team
- November 2022 – May 2023 – Onboarding Team Manager
- June 2023 – June 2024 – Solutions Engineer

(Plays a critical role in ensuring clients success by providing technical expertise and solutions tailored to their unique requirements.)

Nice Incontact – *Technical Support Engineer*

November 2019 – January 2021

- Assisting clients in building their call scripts using Studio app for data-directed call routing
- Resolving reporting and Workforce Engagement Management
- Call Logs Diagnosis – Solving call issues such as latency, abandoned calls, calls not routing using Empirix and webrtc tools. Reaching out to our partner carriers for further investigation

RealPage / KIGO – *Client Success Manager*

September 2014 – October 2019

- Onboarding clients and making sure that the settings of their software is properly set up.
- Assisting the clients in connecting their Kigo Software to different booking sites such as Airbnb, TripAdvisor, Booking.com, Guesty, VRBO, Travelstaytion, Holidu, Hometogo, Expedia and Agoda.
- Assisting the client in integrating their payment method softwares such as PayPal, Stripe and Pricelabs
- Knowledge in building a website via WordPress. Making a website live using GoDaddy and other domain services.

RingCentral – *Technical Support Representative*

February 2013 – July 2014

- Resolving telephony issues such as provisioning IP phones, audio issues, porting requests and account settings.

PCCW – *Technical Support Representative*

November 2011 – February 2013

- Troubleshooting network devices such as Routers, Modem and Extenders.

EDUCATION

Manila Central University – *BS Nursing*

June 2005 – May 2009

CHARACTER REFERENCE:

Leo Pedrigal

NOC - Nice Incontact (Previous Manager) / +639179795432

Karen Mamaril

Solutions Engineer Manager - Aloware (Previous Manager) / +639771959397

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