

Raymund D. Villanueva

OPERATIONS MANAGER



Employment History

SM APPLIANCE CENTER - SM CUBAO

SALES ASSOCIATE

2009 - 2010

SM DEPARTMENT STORE - SM NORTH EDSA

SALES ASSOCIATE

2010 - 2011

Provided exceptional customer service by assisting shoppers with product inquiries and helping them find items. Maintained a well-organized sales floor, restocked merchandise, and ensured displays were visually appealing. Additionally, I processed transactions efficiently and handled customer concerns with professionalism, contributing to a positive shopping experience and fostering customer loyalty.

TELEPERFORMANCE JUAN SAN MIGUEL, MANDALUYONG

ACCOUNT SPECIALIST (AT&T)

2012 - 2014

Managed customer interactions through inbound calls, providing information on products and services while addressing inquiries and resolving issues. I effectively upsold and cross-sold services to meet sales targets and maintained accurate records of customer interactions

VXI GLOBAL HOLDINGS, B.V.

OPERATIONS MANAGER (COMCAST AND AT&T)

2014 - PRESENT

Oversees daily operations to ensure optimal performance and efficiency. Manages team of supervisors and agents, implementing training programs and performance metrics to enhance service quality. My responsibilities included monitoring call volume, analyzing operational data, and developing strategies to improve customer satisfaction and productivity. I also facilitated cross-departmental collaboration to streamline processes and ensure alignment with company goals.

About Me

I am Raymund Villanueva, you can call me Sam. I'm 37 years old, an undergraduate of BS Nursing. I have years of experience working in a BPO company as starting from an agent up to Operations Manager.

Core Skills

Agile Leadership
Data Management
Travel Management
Inbox Management
Calendar Management
Performance Management
Excellent Customer Service

Education History

BACHELOR OF SCIENCE IN NURSING

Our Lady of Fatima University
Valenzuela City, NCR, Philippines
Year 2004 - 2009

Contact Details

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Character Reference

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