

Rosario Meimei Villar

✉ **Email:** Mvillar1500@gmail.com

☎ **Phone:** 09602625644

🌐 **Facebook:** facebook.com/villar1215/

🎯 Objective

I am a versatile and detail-oriented professional with expertise in freight auditing, content moderation, and customer service. Recognized for my accuracy, compliance, and dedication to customer satisfaction, I aim to leverage my skills in analysis, communication, and process improvement to drive operational excellence.

🏫 Education

Cebu Technological University – Main Campus

📖 *Bachelor of Secondary Education, Major in English*

⚡ Core Skills & Competencies

- **Effective Communication & Active Listening**
- **Critical Thinking & Problem Solving**
- **Social Media Monitoring & Content Quality Assurance**
- **Customer Relationship Management & Conflict Resolution**
- **Knowledge of International Auditing Standards**
- **Freight Billing & Logistics Analysis**
- **Data Accuracy & Compliance Review**
- **Adaptability in Fast-Paced Environments**
- **Team Collaboration & Independent Task Management**
- **Proficiency in Spreadsheets, Audit Tools & Digital Platforms**

👜 Professional Experience

Content Moderator | Alorica Cebu | 2023–2024


- Ensured platform safety by removing harmful, scam, or illegal content.
- Maintained community guidelines, creating a safe user environment.

Customer Service Representative | Wipro Cebu | 2021–2023

- Provided customer support through calls and digital channels.
- Generated secure activation codes for digital products.
- Built strong client relationships through empathy and professionalism.

Auditor | CT Global Freight Audit Incorp. | 2024–2025

- Conducted freight billing audits, ensuring compliance with contracts.
- Reconciled invoices and identified discrepancies to reduce errors.
- Reviewed bills of lading, proof of delivery, and tracking information.
- Detected duplicate payments and enforced billing accuracy.

 I bring a strong foundation in auditing, customer service, and content moderation with a commitment to accuracy, efficiency, and quality results. I am eager to contribute positively to any organization I join, enhancing their operational framework and ensuring exemplary service delivery.