

REGINE MADRID VILLAMIL
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OBJECTIVE To learn more as I grow in a company or with an employer who is willing to give me chance to improve and use many other skills that I have am willing to learn, if given the opportunity.

SKILLS AND QUALITIES

- Effective Communication
 - Elite customer service
 - Knowledgeable in MS Office System
 - Ability to work in a team environment
 - Profound ability to Multitask
 - Proven ability to remain flexible in a changing environment
 - Arabic Speaker (Basic)
 - Driving Skills Full
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WORK EXPERIENCE

FATENAT AL KHALEEL BEAUTY CENTER AND SPA

Kingdom of Bahrain

Receptionist cum Cashier

July 2016- Present

- direct persons to correct destination
- answer telephone, screen and direct calls
- monitor and maintain office equipment
- control inventory relevant to reception area

Hinduja Global Solutions Inc.

Quezon City, Philippines

Technical Support Representative

Printers and Fax Customer Service

July 2014 – July 2016

- Troubleshoot Printers issues (Hardware and Software)
- Installation and Configuration of Printers to several types of computers and mobile devices
- Remote Desktop Support
- Maintained Excellent Customer Service

Awards and Recognition

- Top Agent during Bridge Bay Run (Sept 2014)
- Quality and Customer Service Awardee April 2015- June 2015

Customer Sales Representative

Sales Consumer Electronics

October 2013 – July 2014

- Provide Support to **SONY US ELECTRONICS** and their subsidiaries related to hardware & software device components.
- Create solutions and ensure a smooth sale process.
- Remote Desktop Support

Awards and Recognition

- Highest Sales Conversion during Nesting Period
- Highest Revenue Goal (April and May 2014)
- Customer Care Agent (May 2014)

Golden Arches Development Corp.

McDonald's Philippines

Pasig, City

Cashier / Kitchen Crew

July 2012- October 2013

- Mastered point-of-service (POS) computer system for automated order taking.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Followed procedures for safe preparation, assembly and presentation.

EDUCATION

TERTIARY

ABE BUSINESS COLLEGE

BSHRM

SECONDARY

Francisco P. Felix Memorial National High School

PRIMARY

Marick Elementary School

CERTIFICATES AND RECOGNITION

Certificate of Completion Front Office Services

NCII Tessa Philippines

Certificate of Achievement

Communication and Interpersonal Skills

University of Leeds