



VILLANUEVA, VINCENT M.

HR GENERALIST

MY CONTACT

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Email

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Address

#256 Geremillo St. Brgy.
Cupang, Muntinlupa City

EXPERTISE

- Task Accuracy
- Microsoft Excel
- Google Sheets
- Onboarding
- Recruitment
- Corrective Action
- Encoding
- Timekeeping

REFERENCES

Available upon request

ABOUT MYSELF

An individual who easily adapt to newly given tasks, requires small to zero supervision. BSHRM Graduate who took on a wide experience throughout my career, a Barista, Casino Table Games Dealer, a voiced account BPO agent, a chat support agent and promoted to be an HR Associate who handled almost all the department of the HR, including the recruitment team, Compensation and Benefits, and On-boarding.

EXPERIENCE

Dripdesk Asia Inc.

Chat Support Representative – HR Generalist

- Handles all Corrective Action and Performance Improvement cases of the two sites of the company
- Handles Timekeeping and Payroll adjustments
- Helps with hiring talents for a specific role that the company needs
- Handles Employee Regularization by conducting Performance Management with their respective Team Leaders.

Dripdesk Asia Inc.

Chat Support Representative – HR Associate

- Initially put under the Onboarding team, basically sort out all the requirements including follow ups to the employee.
- Recruitment reached my quota in recruiting applicants with a guarantee of hiring a non-problematic candidates.
- Compensation and Benefits, was able to handle and process the SSS Sickness and Maternity benefits, remittances of all the government contributions

KMC Solutions (DATACENTRO)

Chat Support Representative (October 2021 – April 2022)

- Main contact point of the customers
- Reply to all incoming messages in a creative and courteous manner
- Prepare engaging and interesting written content as per the guidelines provided



VILLANUEVA, VINCENT M.

HR ASSOCIATE

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Concentrix PH (Glorietta 5)

MSS Voice AT&T (March 2021 – August 2021)

- Handles customers queries about their subscription, billings and accounts
- Attend as the front line tech support for general technical issues
- Offers sales (phones and subscription)

Okada Manila

Table Games Dealer (April 2019 – December 2019)

- Games played, Baccarat, Black Jack, Poker, and Roulettes.
- Main card dealer of customers that wanted to play the said games.

Rustan's Starbucks Coffee

Barista (Sept. 2018– Dec 2018)

- Creates customers preferred drinks iced, hot and blended beverages.
- Assigned as a cashier
- Most often the employee who is borrowed to another stores, i.e. NAIA 3, Alabang (Northgate), Alabang (Molito).

EDUCATION

2014 – 2018

St. Paul University
Manila

BSHRM – Institutional Management

- Events Management
- Barista Training
- NC3 Cooking

2010 – 2014

San Roque
Catholic School

San Roque Catholic School Alabang

- Basketball Varsity from 2nd year – 4th year.