

ROSEMARIE PEÑA VILLANUEVA

Home Address: 15 Saint Michael's Village, Apalit
Floridablanca, Pampanga, Philippines

Contact no: 0994-213-9561 /0949-815-0454

Email Address: rosesergspena@gmail.com



EDUCATION AND PROFESSIONAL QUALIFICATION

Highest Academic Qualification:

1997-2002, University of the Assumption

B.S. Accountancy major in Accounting

City of San Fernando, Pampanga

SKILLS

- Proficient in Google Docs, MS Office, PowerPoint, Excel
- Proficient in Adobe and Photoshop for layout purposes
- Writing for gazettes, publications, email and other correspondence
- People & Team Management

WORK EXPERIENCE

Position : **Regulatory & Executive Escalations Team Leader**

Company : Concentrix Inc.

Period : July 26, 2023 - January 13, 2025

Job duties :

- Provides mentorship, guidance and development to the members of the escalations team
- Directly communicates with clients, vendor groups & stakeholders regarding highly escalated concerns (involving BSP, DTL, NTC and other regulatory bodies)
- Influence teammates on exciting transition to high-end problem solving, critical thinking to develop deeper and more scalable solutions.
- Establish team goals and work with direct reports and ensures the team adheres to work processes, policies, and schedule.
- Identify actionable insights, suggest recommendations to align with Service Level Agreement and influence team strategy through effective communication
- Responsible in creating reports of the specific line of business

Position : **Restaurant General Manager**

Company : Perf Restaurants Inc. (Burger King)

Period : October 17, 2022 - June 17, 2023

Job duties :

- In charge of the overall operations of the branch (marketing, RTA development, sales, profit, people management and scheduling, coordination with agencies on staffing)
- Designated as the Pollution Control Officer as accredited by DENR

Position : **Team Leader**

Company : Lizardbear Tasking Inc. (TaskUs)

Period : August 15, 2018 – October 15, 2022

Job duties :

- Provides mentorship, guidance and development to the members of the team for an online delivery platform

- Maintains day-to-day planning and ensures the team adheres to work processes, policies, and schedule.

Position : **Senior CSR for Financial Account**

Company : IQOR Philippines

Period : March 5, 2018- July 28, 2018

Job duties :

- Provides customer support to US based clients in relation to their financial concerns on their accounts (credit cards) such as billing, review of accounts and managing continuity of accounts

Position : **Technical Support Associate**

Company : Convergys Philippines

Period : October 2017- February 4, 2018

Job duties :

- Receives and accommodates incoming calls and providing customer support and solutions to concerns
- Assist customers in their technical issues pertaining to international communication brand
- Provides good customer relations and works with the team to achieve targets
- Rally teammates on achieving metrics, arrange and conduct huddle of team to provide share good practices and implement as necessitated

Position : **Junior Agent**

Company : IQOR Philippines

Period : May 30, 2017- September 27, 2017

Job duties :

- Assist customers in their preferences in an order entry setting account and validates financial accounts and services
- Rally teammates on achieving targets and delivery great customer experience with a team lead role

Position : **Restaurant Manager**

Company : Jollibee Foods Corporation

Period : August 18, 2009- May 15, 2017

Job duties :

- Service Quality Manager (function holder)
- Focuses on the local store marketing initiatives for the attainment of sales target of branch
- Strategizes & implements incentive programs that will help attain over-all customer satisfaction at the store
- Responsible in sustaining Food Service & Cleanliness (FSC) during shifts
- Handles manpower concerns (hiring & scheduling) including Crew Training System of the branch
- Handles customer complaints and resolve the same to maintain/promote good public relations
- Cash control in charge

Position : **Store Manager**
Company : WATSONS Personal Care Stores Phil. (*Lingayen Branch*)
Period : January- May 2009
Job duties :

- Responsible for the over-all supervision of personnel in the branch and of the entire store (beauty & pharmacy segment)
- Responsible for the attainment of set sales quota for the store
- Manages business processes
- Responsible for the execution of merchandise display techniques that will boost sales & promote customer satisfaction
- Monitors, orders & control movement of stocks
- Approves transactions related to merchandise changes, discounts, returns and damages
- Ascertains proper storage, cleanliness and orderliness of the work area to ensure systematic flow of work
- Entertains customer complaints and resolve the same to maintain/promote good public relations

Position : **Accounting Manager**
Company : Summer Place Hotel
Period : April 2008- September 2008
Job duties :

- Over-all in charge of the Accounting Department (including but not limited to timekeeping & payroll processing, preparation of hotel reports, cost & profit centers monitoring, preparation & processing of government mandatory payments & preparation of statement of accounts for functions and others)
- Performs audit functions for the different sections of hotel such as F& B Dept., Purchasing Dept, Marketing Dept. & Front Office Dept.

Position : **Senior Local Store Marketing Manager**
Company : Philippine Pizza Inc.- Pizzahut (*SM City Baguio & SM City Pampanga*)
Period : August 2006- March 26,2008
Job duties : Handles the marketing activities of the branch & initiate competitive relationships with tie-ups for successive sales growth

Position : **Senior Assistant Store Manager**
Company : Hi-Flyers Inc- KFC (*E.Rodriguez & San Fernando Pamp. Junction Branch*)
Period : November 2002-February 2005
Job duties :

- In charge of the training & development of staff & crew
- Responsible in the local marketing strategy of the branch
- Handles & evaluates along with the gen. manager cost control measures

SEMINARS/ COMPUTER_BASED TRAININGS/ WORKSHOPS ATTENDED:

- ☐ Basic Operations Training Program
- ☐ Values Integration & Enhancement Program
- ☐ Systematic Consultative Selling
- ☐ Crew Manpower Planning & Scheduling
- ☐ Quality Control Program
- ☐ 7 Habits of Highly Effective People
- ☐ Business Communication Seminar
- ☐ P & L COST Analysis
- ☐ Manpower Planning and Scheduling
- ☐ Principles of Food Safety and HACCP
- ☐ Principles of Equipment Maintenance and Operations
- ☐ Principles of Food Production
- ☐ Inventory Management
- ☐ Finmax 2.0

CHARACTER REFERENCES

Maricel Guevarra- Veniegas

Principal

SMEAG Global Inc.

0967-087-9459

Dindy Pelayo

Training & Quality Officer

Concentrix Inc.

0955-367-1048

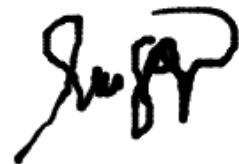
Pedro Saucedo

Team Leader, Operations

Concentrix Inc.

0926-696-1541

I hereby certify that all the information provided is true and correct.



Rosemarie Villanueva