



INFORMATION

- 09454330153
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- www.facebook.com/manilyn.1995
- Bairan, City of Naga, Cebu

EDUCATION

Bachelor of Science
University of Cebu
2010-2016

Pacido L. Senior NHS
Langtad City of Naga
2011-2012

Bairan Elementary School
Bairan Naga
2007-2008

SKILLS

- computer literate 63%
- Attention to details 77%
- Flexibility 86%
- CSR 90%
- Marketing 75%
- Organization 80%

MANILYN VILLARIN

TRAINING ATTENDED

- 3rd UC-ICT Congress on February 21,2016
- 3rd UC-ICT Congress on February 21,2015
- 2nd UC-ICT Congress on February 15,2024
- 1st UC-ICT Congress on February 15,2015

JOB DESCRIPTION

JUNE 18,2015-SEPTEMBER 11,2015

ALBATECH ENGINEERING
452PLARIDEL ST. ALANG-ALANG, MANDAUE
CITY, CEBU

SELECT VOICE COM - SVC

ACCOUNT MANAGER SUPPORT

PRESENT 2025

- Support the sales team on new business development and account management strategies
- Partner with account executives and clients to establish communication plans
- Customize marketing collateral for each communication initiative
- Manage communication campaigns with the sales team and clients to ensure timely deployment of messaging
- Track and evaluate all communication efforts

TELEPERFORMANCE CEBU IT PARK
CUSTOMER SERVICE REPRESENTATIVE
2024-2025

- Manage large amounts of incoming phone calls
- Generate sales leads
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/customer service team sales targets and call handling quotas
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents
- Follow communication procedures, guidelines and policies
- Take the extra mile to engage customers

REFERENCES

Perdrogeronimo Udang

Real time Analysis

Phone: 09660714312

Mattaniah Zeph

TELEPERFORMANCE TL

Phone: 09452589570