



JOHN DOMINIC VILLAREAL

San Agustin II, Dasmariñas, Calabarzon, 4114, Philippines

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Date of birth 07 SEP 2000 Nationality Filipino
Place of birth Quezon City

SOCIAL LINKS

[linkedin.com/in/jd-villareal/](https://www.linkedin.com/in/jd-villareal/)

PROFILE

Highly skilled Subject Matter Expert with a recent promotion at iQor Philippines. Armed with over 4 years of invaluable experience as a customer service specialist, I have consistently exceeded targets and received glowing feedback from clients. My biggest achievements include streamlining processes, boosting customer satisfaction, and being recognized as a top performer. With exceptional communication, problem-solving, and multitasking abilities, I am confident and ready to deliver exceptional results and drive success for any team or organization.

EMPLOYMENT HISTORY

- ❖ **Subject Matter Expert, iQor Philippines** Apr 2023 — Present
Dasmariñas City, Calabarzon
 - Experienced customer service specialist under operations department and has been promoted to a leadership position under training team.
 - With more than four years of industry experience, I have cultivated my expertise in customer service, adept problem-solving, and exceptional critical thinking abilities. Ready to share best practices and support growth of new potential employees.
- ❖ **Customer Service Specialist, iQor Philippines** Apr 2019 — Mar 2023
Dasmariñas City, Calabarzon
 - Effectively addressed and resolved customer inquiries and complaints through phone and email channels, leading to an average customer satisfaction rate of 65% monthly.
 - Maintained customer service records and updated customer profiles in CRM systems.
- ❖ **Service Crew, McDonald's Philippines (Golden Arches Development Corporation)** May 2018 — Mar 2019
Tagaytay City, Calabarzon

EDUCATION

- ❖ **City College of Tagaytay** Jun 2019 — Jul 2023
Bachelor's Degree Tagaytay City, Calabarzon

Bachelor of Science in Information Technology

❖ **Olivarez College - Tagaytay** Jun 2017 — Mar 2019
Senior High School Graduate Tagaytay City, Calabarzon

Technical Vocational - Information and Communications Technology

- Has a strong affinity for attending leadership training and seminars, as well as actively participating in various clubs.
- Graduated with **General Average ranging from 90.00 to 91.63. Homeroom Class President at Grade 11 (2017-2018), Supreme Student Government President during Grade 12 (2018-2019).**

❖ **Malabag National High School** Jun 2013 — Mar 2017
Junior High School Graduate Malabag, Silang, Cavite

- Achieved **high honors** upon graduation, recognized with **leadership accolades**, and **awarded four extracurricular honors.**
- Served as both **class president and president of the English club** during **Grade 10 (2016-2017).**

❖ **Malabag Elementary School** Jun 2009 — Mar 2013
Elementary Graduate Malabag, Silang, Cavite

- **Consistently awarded honor medals on an annual basis.**
- Acknowledged with **two extracurricular awards**
- Received an **honorable mention for exemplary conduct**, maintaining an impeccable record devoid of any violations

❖ **Fr. Luigi Caburlotto School** Jun 2006 — Mar 2009
Prep to Elementary Buho, Silang, Cavite

Prep to Grade 2

❖ **Children of Mary Nursery School** Jun 2005 — Mar 2006
 Tagaytay City, Calabarzon

SKILLS

Communication Skills	<i>Experienced</i>	Computer Skills	<i>Experienced</i>
Leadership Skills	<i>Skillful</i>	Multimedia Editing	<i>Skillful</i>
Ability to Multitask	<i>Expert</i>		

LANGUAGES

English	<i>B2</i>	Filipino	<i>Native speaker</i>
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COURSES

❖ **CYBER-SECURITY AWARENESS** Feb 2023
City College of Tagaytay

❖ **Computer System Servicing NC II (TESDA)** Mar 2019
Olivarez College Tagaytay

❖ **Kiwanis Service Leadership Program** 2017
Kiwanis Club of Silang