

Reynaldo Jr. Villena

St. Catharines, ON L2P 1W6
reynaldovillena jr@gmail.com
+1 289 828 0740

Reliable, positive, friendly, and culture-oriented individual who quickly learns and masters' new concepts and skills. Passionate about helping customers and creating a satisfying experience and is highly emotionally intelligent that is super important to the ecosystem and the culture of the company.

- Excellent multi - tasking skills while being productive
- Time management
- Detail - Oriented
- Flexible Schedule
- Organized
- Proficient with computer technical/troubleshooting skills.

Work Experience

Technical Support Advisor

Concentrix - Niagara Falls, ON
July 2022 to December 2022

Assisting customers solve their concerns regarding their Apple-related products/devices.

(Cold Pack Freezer Supervisor)

Stonemill Bakehouse Ltd.
October 2017 to March 2019

Experienced in Oracle Applications, Data Entry, & managing people pack Frozen goods and shipping them to customers. I.e. Longos, Sobeys, Metro, Loblaws, Tannis, etc.

(Customer Service Personnel)

Julia (General Manager) Wendy's Fairview Restaurant - Burlington, ON
October 2012 to June 2017

Took necessary steps to meet customer needs and effectively resolve food or service issues.

Recorded customer orders and repeated them back in a clear, understandable manner. Correctly received orders, processed payments and responded appropriately to guest concerns.

Served orders to customers at windows, counters and tables.

Packaged menu items into bags or trays and placed drink orders into carriers.

Properly portioned and packaged take-out foods for customers.

[Dietary Aide] Joanna Gurd (General Manager)

Village of Tansley Woods Retirement Home - Burlington, ON
June 2013 to March 2016

Collaborated extensively with an interdisciplinary care team to meet the nutritional needs of each resident.

Established healthful and therapeutic meal plans and menus.

Assisted diners with seating as needed

Cleaned & washed-up kitchen's dishes, spilled food, drink and broken dishes, and removed empty bottles and trash

Trained staff of three employees for correct facility procedures, safety codes, proper recipes and plating techniques.

Placed food servings on plates and trays according to orders or instructions

Delivered an exceptional dining experience with friendly, fast service.

Education

Bachelor of Science in Human Resources Development

La Concepción College

Skills

- iOS
- Technical Support
- Software Troubleshooting
- Salesforce (2 years)
- Computer Networking
- HTML5 (Less than 1 year)
- CSS (Less than 1 year)
- JavaScript (Less than 1 year)
- React (Less than 1 year)
- Node.js (Less than 1 year)
- Express.js (Less than 1 year)
- PHP (Less than 1 year)
- MySQL (Less than 1 year)
- PostgreSQL (Less than 1 year)

Languages

- English - Fluent
- Tagalog - Advanced

Certifications and Licenses

Food Handler Certification

February 2022 to February 2027

Certificate Number: CFS-CRT-E-V2-RVI1701001-20220215-1

Certified Enterprise Blockchain Professional

December 2022 to Present

The Certified Enterprise Blockchain Professional (CEBP) certification is a trustworthy credential for any blockchain professional's portfolio. Successful completion of the certification objectives proves a candidate's knowledge of the core concepts of blockchain technology. The CEBP recognizes the fluency of professionals in popular blockchain platforms used for developing professional business solutions. This certification also sheds light on the use cases of blockchain in trade finance and supply chain management.

Introduction to Corporate Finance

April 2021 to Present

Credential ID: 115212620

Reading Financial Statements

January 2021 to Present

Credential ID: 27615387