

# Reynaldo Jr. Villena

St. Catharines, ON L2P 1W6

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A 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 which is super important to the ecosystem and the culture of the company.

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

## Personal Details

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**Highest Level of Education:** Secondary School

## Work Experience

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### Corporate Digital Customer Service Representative

Canadian Tire Financial Services - St. Catharines, ON

October 2023 to December 2023

Assisting E-Commerce customers with their concerns regarding:

Order journey

Online orders

Payment Issues

Fulfillment issues

Triangle ID login issues

Consignments

Shipping

### Technical Support Advisor

Concentrix - Niagara Falls, ON

July 2022 to December 2022

Providing technical support for Apple clients & solving their concerns regarding their Apple-related products/devices.

### (Cold Pack Freezer Supervisor)

Stonemill Bakehouse Ltd. - Scarborough, ON

October 2017 to March 2019

Experienced in Oracle Applications, Data Entry, & managing people pack Frozen goods and shipping them to customers. Ie. 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/Server**

Village of Tansley Woods Retirement Home | Joanna Gurd (General Manager) - 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

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### **Bachelor of Science in Human Resources Development**

La Concepción College - San Jose del Monte

2010 to 2012

## Skills

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- iOS
- Technical Support
- Software Troubleshooting
- Computer Networking
- HTML5 (Less than 1 year)
- CSS3 (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)
- PostgreSQL (Less than 1 year)
- Bootstrap (Less than 1 year)
- Git (Less than 1 year)

## Languages

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- English - Fluent
- Tagalog - Advanced

## Certifications and Licenses

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### **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

### **The Complete Web Developer in 2023**

January 2023 to Present

Credential ID: UC-dac233bd-c5ba-48de-80af-b5ec3f8259bc | Credential URL: <https://www.udemy.com/certificate/UC-dac233bd-c5ba-48de-80af-b5ec3f8259bc/>

### **Cardano Blockchain Certified Associate (CBCA) Alpha Program**

May 2023 to Present

- Cardano Foundation
- Credential ID: 64595bada4fbca0e430c977b
- Credential URL: <https://education.cardano.org/course/cbca-alpha>