

Reynaldo Jr. Villena

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Dedicated and Customer-Focused Professional

A reliable and positive individual with a strong orientation toward fostering a collaborative and vibrant company culture. Quick to learn and master new concepts and skills, with a passion for delivering exceptional customer experiences. Highly emotionally intelligent, which is crucial for contributing positively to the company's ecosystem and culture. Known for excellent multitasking abilities, productivity, and strong time management skills. Demonstrates a great work ethic, attention to detail, and organizational skills. Flexible schedule and proficient in computer technical troubleshooting.

Personal Details

Highest Level of Education: Bachelor's Degree

Total years of experience: 2

Work Experience

Help Desk Technical Support Specialist

Shopify Inc./Accenture-St. Catharines, ON

July 2024 to September 2024

- Engaging with customers through chat and e-mail to provide exceptional support.
- Using technical expertise to troubleshoot and resolve customer issues remotely, ensures a seamless experience.
- Proactively identifying opportunities to enhance our systems and technologies, driving efficiency and innovation.
- Collaborating with cross-functional teams to propose innovative solutions and improve customer experience.
- Seeking customer feedback to identify improvement areas and implement necessary changes.
- Sharing technical knowledge and expertise to influence and persuade others. Following best practices and industry standards to deliver high-quality work.
- Continuously improving skills and knowledge to stay ahead of the curve and exceed customer expectations.

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 concerns
 - Fulfillment issues
 - Triangle ID Login Issues
 - Consignments

- Shipping

Technical Support Advisor

Concentrix-Niagara Falls-ON

July 2022 to December 2022

- Customer Support: Respond to customer inquiries via phone, email, or chat, providing timely and effective technical support.
- Troubleshooting: Diagnose and troubleshoot technical issues, including software, hardware, and network problems.
- Issue Resolution: Provide step-by-step guidance to customers, resolving technical issues to their satisfaction.
- Technical Knowledge: Maintain up-to-date knowledge of company products, services, and technologies to provide informed support.

Cold Pack Freezer Supervisor

Stonemill Bakehouse Ltd.-Scarborough, ON

October 2017 to March 2019

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

Dietary Aide/Server

Village of Tansley Woods Retirement Home | Joanna Gurd-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 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 - San Jose del Monte

2010 to 2012

Skills

- iOS (1 year)
- Git (Less than 1 year)
- PostgreSQL (Less than 1 year)
- CSS3 (Less than 1 year)
- JavaScript (Less than 1 year)

- Computer Networking
- Node.js (Less than 1 year)
- Advanced
- English
- JSON (Less than 1 year)
- Bootstrap (Less than 1 year)
- HTML5 (Less than 1 year)
- React (Less than 1 year)
- Tagalog
- Software Troubleshooting
- GitHub (Less than 1 year)
- Fluent
- Express.js (Less than 1 year)
- Technical Support

Certifications and Licenses

Food Handler Certification

February 2022 to February 2027

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

Certified Enterprise Blockchain Professional

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.

CFI Introduction to Corporate Finance

April 2021 to Present

Credential ID: 115212620

CFI Reading Financial Statements

January 2021 to Present

Cardano Blockchain Certified Associate

May 2023 to Present

Certificate ID: 64595bada4fbca0e430c977b

Complete Web Developer: Zero to Mastery

January 2023 to Present

Certificate #: UC-dac233bd-c5ba-48de-80af-b5ec3f8259bc

Certificate URL: www.udemy.com/UC-dac233bd-c5ba-48de-80af-b5ec3f8259bc

Reference Number: 0004