



# MA. ANTONELLA ARBOLEDA VILLANUEVA

ASPIRING VIRTUAL ASSISTANT | CUSTOMER SERVICE &  
RECRUITMENT SUPPORT | ESL TEACHER, MENTOR & COACH |  
EVENT & TEAM COORDINATION SPECIALIST

## CONTACT

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## EDUCATION

1984 - 1988

UNIVERSITY OF SANTO TOMAS, MANILA

- Bachelor of Science,  
Major in Tourism

## SKILLS

### ESL INSTRUCTION & CURRICULUM DESIGN

Skilled in English instruction, exam preparation (IELTS, TOEFL, TOEIC, APTIS), and both online and classroom-based teaching.

### CORPORATE & LEADERSHIP TRAINING & MENTORING

Skilled in designing and facilitating programs on team building, workforce development, and values formation

### EFFECTIVE COMMUNICATION & INTERPERSONAL SKILLS

Experienced in guiding teams, coaching educators, and managing cross-functional projects

### CUSTOMER SERVICE & TECHNICAL SUPPORT (BPO – TELCO ACCOUNTS)

Handled customer and technical support for Sprint and Time Warner accounts, addressing billing, account, and service issues while ensuring efficient resolution and maintaining high customer satisfaction.

### CLIENT COMMUNICATION & PROBLEM RESOLUTION

Experienced in handling high-volume customer support through phone and email while maintaining professionalism, empathy, and strong problem-solving skills.

### TALENT SOURCING & RECRUITMENT STRATEGY

Proven ability to attract, assess, and retain top talent in dynamic, fast-paced environments

### STAKEHOLDER & TEAM COORDINATION

Worked closely with managers and cross-functional teams to support smooth operations, timely coordination, and efficient day-to-day site activities.

### MULTITASKING & TIME MANAGEMENT

Able to manage multiple priorities efficiently while maintaining accuracy, professionalism, and attention to detail in both customer-facing and executive support roles.

## CERTIFICATIONS

### TESOL CERTIFICATION

University of St. La Salle, Bacolod City, Philippines

### TEFL WITH TEYL (120-HOUR)

Intesol Worldwide & 51 TALK

PASS B1 Standard

## PROFESSIONAL SUMMARY

Dynamic, people-centered professional with experience in Customer Service (Sprint and Time Warner), ESL teaching, executive assistance, recruitment support, training facilitation, and SME consulting. Skilled in managing client interactions, coordinating teams, and supporting operations in fast-paced, diverse environments. Strong background in communication, problem-solving, and delivering service excellence across international clients and learners.

As an aspiring Virtual Assistant, ESL teacher, and consultant, I bring adaptability, professionalism, and a proactive, service-driven mindset shaped by hands-on experience supporting executives, facilitating training programs, and working with multicultural teams. Known for being organized, reliable, and people-oriented, I excel in roles requiring multitasking, strong interpersonal skills, and initiative. Committed to continuous learning and growth in communication, leadership, and client success, I aim to deliver consistent, high-quality support that adds value to every team and client I work with.

## WORK EXPERIENCE

### Homebased ESL Online Teacher

Everyday English - Hanoi, Vietnam

2020 - PRESENT

- Experienced in teaching IELTS, TOEFL, TOEIC, and Apts preparation classes to learners from diverse cultural backgrounds, age groups, and English proficiency levels.
- TESOL and TEFL certified with TEYL (120-hour) training, specializing in engaging one-on-one online classes tailored to each student's learning pace and goals.
- Conduct regular student progress evaluations and provide detailed monthly and quarterly assessments to support continuous improvement and measurable learning outcomes.

### Homebased ESL Online Teacher

Bibo GLocal Opportunity, Inc.

2018 - 2020

- Deliver one-on-one online English lessons to Japanese, Taiwanese, Korean, Vietnamese, and Thai learners (Beginner-High Intermediate)
- Provide personalized, learner-centered instruction focused on targeted language development

### Sr. Sourcing and Recruitment Manager

51 TALK, Philippines

2017 - 2018

- Developed strategic and cost-effective sourcing initiatives to attract qualified candidates through multiple recruitment channels while maintaining quality talent pipelines.
- Streamlined recruitment processes and strengthened competency-based screening methods to improve hiring efficiency, candidate quality, and overall turnaround time.
- Led and managed recruitment teams by ensuring clear task delegation, performance alignment, and consistent delivery of hiring targets.
- Collaborated closely with stakeholders and hiring managers to support workforce planning, staffing requirements, and operational capacity needs.
- Built and maintained sustainable sourcing channels that delivered a consistent flow of high-quality candidates across various roles and campaigns.

### ESL Teacher (Home-based)

51 TALK, Philippines

2013 - 2017

- Facilitated one-on-one online English classes for Chinese learners based in China, handling learners from Beginner to Adult professional levels.
- TESOL-certified ESL instructor with experience in IELTS-focused training, providing engaging and level-appropriate lessons tailored to each learner's communication goals.
- Utilized computer-based learning platforms, progress tracking tools, and structured assessments to monitor student development and provide constructive academic feedback.

### Sourcing and Recruitment Manager

Panasiatic Call Centers, Inc.

2010 - 2012

- Built and executed strategic sourcing initiatives to attract top talent across multiple channels, supporting rapid startup growth
- Led recruitment teams, streamlined hiring processes, and implemented competency-based screening to improve efficiency and candidate quality
- Managed stakeholder expectations, negotiated hiring requirements, and established sustainable talent pipelines for long-term organizational needs

### Accredited - INSTRUCTOR

CER, Center for External Relations | University of St. La Salle, Bacolod

2004 - 2009

- Conducted engaging face-to-face English classes focused on grammar, listening, pronunciation, and conversational fluency for Korean, Japanese, Chinese, German, and Dutch students in both one-on-one and group settings.
- Designed structured, level-based lesson plans and syllabi to support progressive language development and interactive classroom learning at University of St. La Salle.
- Helped create a culturally immersive learning experience by organizing campus international festivities and local city tours for students who completed the 6-month to 1-year English program, encouraging both language practice and cultural exchange.