

## PROFILE SUMMARY

Result-driven Customer Service and Technical Support Specialist with over 8 years of solid experience across top-tier tech and telecom accounts. Expert in managing complex omnichannel workflows, diagnostic troubleshooting, and optimizing retention and resolution parameters.

## PERSONAL DATA

### DATE OF BIRTH

June 15, 1993

### AGE

32

### NATIONALITY

Filipino

## CORE STRENGTHS

- ✓ Technical Troubleshooting
- ✓ Omnichannel Chat Support
- ✓ Advanced Billing Support
- ✓ Strategic Customer Retention
- ✓ Matrix & Metrics Management
- ✓ SLA Compliance & Quality

## CONTACT CHANNEL

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# Jino B. Villais

## CUSTOMER SERVICE / TECHNICAL SUPPORT SPECIALIST

## PROFESSIONAL HISTORY

### Customer Service Representative June 2025 – Feb 2026 CONCENTRIX

Delivered elite resolution matrices handling account adjustments, enterprise-level customer inquiries, and direct resolution workflows under strict high-volume performance targets.

Account Management

Metrics Management

Quality Assurance

### Customer Service Representative June 2023 – Feb 2025 AFNI PHILIPPINES

Managed end-to-end inquiries emphasizing high First Contact Resolution (FCR). Successfully coordinated strategic client accounts and handled high-tier retention workflows systematically.

First Contact Resolution

Client Retention

Omnichannel Chat

### Technical Support Specialist 2017 – 2022 ALORICA PHILIPPINES

Diagnosed and systematically resolved multi-layer telecom disruptions, mobile/broadband network parameters, and complex equipment/device setup calibrations.

Technical Diagnostics

Network Support

Device Calibration

### Customer Service Representative 2015 – 2017 CONVERGYS

Handled financial account structures, tier-1 inquiries, subscription modifications, and foundational billing solutions with accuracy and client alignment.

Billing Architecture

Order Resolution

Client Alignment

## EDUCATION

### Hotel and Restaurant Services 2013 – 2015 Asian Institute of Science and Technology