




ARMANDO D. VILLANUEVA JR.



CONTACT ME AT

 31 Sampaguita Circle Salvador Estate Brgy. San Isidro Sucat Paranaque City
 villanueva.armandojr.d83@gmail.com
 +639991876244

SKILLS SUMMARY

- Client Communication
- Customer Service Excellence
- Remote Work Proficiency
- Administrative Coordination
- Technical Support & Troubleshooting
- Data Management
- Sales & Lead Generation
- Security Operations Knowledge
- Training & Leadership
- Regulatory Compliance

EDUCATION HISTORY

University of Perpetual Help Rizal
Bachelor of Arts in Political Science - 2011

AMA Computer College
Bachelor of Science in Computer Science - 2004

CHARACTER REFERENCE

Rowell Castillo
Unit Manager/ Capital One Philippines
Email: rowellcast@gmail.com

Julie Ann Quiza
Unit Manager/ Capital One Philippines
Email: jaquiza25@gmail.com

PERSONAL PROFILE

Seasoned Customer Support & Financial Services Professional with 10+ years of experience in client servicing, process improvement, & technical assistance. Proven ability to manage administrative tasks, support team training, & deliver seamless virtual experiences. Adept at handling sensitive customer interactions, coordinating cross-functional communications, & working independently in remote environments.

WORK EXPERIENCE

Lead Generation Specialist/ Appointment Setter

Simple | Jan 2026 - Current

- B2B/B2C client communications (inbound & outbound)
- Appointment coordination and scheduling
- CRM administration and data management

Senior Financial Associate/ Coach

Capital One Philippines | Dec 2016 - Sept 2025

- Handled credit card servicing, payment verification, & technical assistance.
- Trained & supported team members in adhering to company protocols.
- Delivered consistent customer satisfaction through accurate account handling.

Lead Generation Specialist

Outsource X | Jun 2016 - Nov 2016

- Built client relationships through strategic outreach & rapport development.
- Prepared detailed reports
- Organizes & plans essential central services

Customer Service/ Technical Support/ Sales

Convergys | Sep 2014 - May 2016

- Resolved billing issues, service disruptions, & technical concerns for Virgin Mobile customers.
- Guided clients through plan adjustments & service upgrades.
- Achieved sales targets & maintained high-quality service standards.

Process Associate (Collections)

Genpact LLC | July 2013 - Aug 2014

- Managed accounts with overdue balances, negotiating payment solutions.
- Ensured regulatory compliances in all collection activities.

Sales CSR (Sirius XM)

Expert Global Solution | Mar 2013 - July 2013

- Built client lists & pitched services with customized proposals.
- Achieved sales targets & maintained high-quality service standards.

VISA CSR / Rewards Specialist

Teletech Holdings | Mar 2010 - July 2010

- Provided customer service for credit card rewards program inquiries & redemptions
- Resolved billing errors & promoted special offers to increase card usage.
- Ensured compliance with credit card regulations & company policies.

Operations Manager

High - Capacity Security Force Inc. | Jun 2004 - Mar 2006

- Led hiring, training, & performance management of security teams across multiple client sites.
- Scheduled staff to meet operational needs & ensured compliance with security standards
- Conducted risk assessments & implemented customized security plans.
- Maintained client relationships through regular reporting & tailored service solutions.
- Documented incidents & investigations while analyzing trends to improve protocols.