

# JUDE DIVINO VILLACARLOS



## EXPERIENCE

### Concentrix Daksh Phils., Naga City

October 2015 – December 2023

- o Team Leader | Aetna Medicare | Individual | Commercial Plans
- o Team Leader | Concentrix Insurance Services | Illumifin
- o Team Leader | AETNA Provider Services
- o Team Leader | Sears Canada | Group 5 (Repairs and Sales), Group 1 (Order Taking), Group 3 (Gift Registry)

### Convergys Phils. Inc, Quezon City

August 2013 – October 2015

- o AT&T Escalation Desk | Tier 2 AT&T U-verse Technical Support
- o AT&T U-verse Tier 1 | Convergys Phils. Inc AT&T U-verse Technical Support

### Sutherland Global Services Phils. Inc., Cam Sur

August 2008 – June 2013

**Intuit QBG** | February 2010 – June 2013

-**Virtual Training Force** -Intuit QuickBooks Customer Service/ Billing Admin\_Tier 2\_Posa/ Service Disco/ Install/ Registration.

-**SUBJECT MATTER EXPERT** - Intuit QuickBooks Customer Service - **Business Consultant** - Intuit Registration | Intuit Welcome Call | Intuit Disco Team

**McAfee Technical Support for Comcast** | August 2009 – February 2010

**People PC Earthlink** | October 2008 – July 2009

BABM/Sales Coach

Customer Service Representative

## EDUCATION

### Dela Salle Araneta University


(Formerly known as Gregorio Araneta University Foundation)


2nd year College


Bachelor of Science in Computer Science

Malabon, Philippines

 Naga City, Bicol, Philippines

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## CERTIFICATE

- YELLOW BELT LEAN SIGMA.
- INTERMEDIATE to ADVANCE MS EXCEL
- OFFICE 365 / GOOGLE SUITE

## EXPERTISE

- Management Skills
- Leadership
- Critical Thinking