



# VINCE URIEL VILLANUEVA

## CUSTOMER SERVICE

### CONTACT

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📍 Rm. 307 Nesto Building,  
Al Satwa, Dubai

### EDUCATION

2018 - 2022

CAVITE STATE UNIVERSITY

- Bachelor of Arts in Journalism
- Magna Cum Laude (*Latin Honor*)

### SKILLS

- Active Listening
- Adaptability
- Attention to Detail
- Attentiveness
- Critical Thinking
- Effective Communication
- Empathy
- Leadership
- Problem Solving
- Teamwork
- Time Management

### PROFILE

With a strong background in customer service, I have experience handling inquiries, resolving concerns, and ensuring a smooth and positive customer experience. I am skilled in communication, problem-solving, and managing tasks efficiently in fast-paced environments. Dedicated to providing excellent service and building lasting customer relationships that support business success.

### WORK EXPERIENCE

#### Wells Fargo & Co.

2023 - 2025

Associate Fraud & Claims Operations Representative

- Resolve product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution.
- Maintain financial accounts by processing customer adjustments
- Provide accurate, valid, and complete information by using the right methods and tools
- Keep records of customer interactions, process customer accounts, and file documents
- Go the extra mile to engage customers

#### Alorica Teleservices Inc.

2021 - 2023

Customer Experience Agent

- Support customers and seek ways to improve inquiries and issues from customers with empathy about products and services through phone call and chat.
- Contribute to team effort by accomplishing related results as needed
- Follow communication procedures, guidelines, and policies
- Identify and assess customers' needs to achieve satisfaction
- Manage large amounts of incoming calls
- Build sustainable relationships of trust through open and interactive communication