

# RACHEL JANE VILLABER

To obtain a teaching position in Plant Breeding and Genetics where I can utilize my academic foundation in plant biotechnology with strong communication, time management, and problem-solving skills that I've developed through roles in customer service and as a virtual assistant. I am eager to contribute to student learning by creating an engaging and supportive classroom environment, while continuously developing my teaching skills. I aim to inspire future scientists and contribute meaningfully to the institution's academic and research goals.

## Experience

### ➤ Customer Service Representative

**Teletech**

Jan 2016 - March 2017

Assist customer's concern by providing excellent customer's service. Understanding and explaining customer's billing concern. Provides assistance with some basic troubleshooting steps.

### ➤ National Channel Support

**Quantrics Enterprise**

Sept 2019 - April 2022

Assists store representatives and dealers in completing orders, troubleshooting system errors, and checking order pricing and status. Offers assistance to customer to product inquiries and concerns and providing resolution efficiently.

### ➤ Virtual Assistant

**Catch Creation**

April 2022 - September 2023

Provides remote assistance for an E-commerce business providing customer support, email management, order tracking, account management, and product research. Answers customer's inquiries about the e-commerce products available. Completing customer's orders and providing delivery timeframe. Checking the delivery options and tracking order status.

### ➤ Store Manager

**Boky's Diner**

June 2023-December 2024

Oversee daily store operations, inventory management, and financial management. Handles staff recruitment and training.

## Skills

**Technical Skills:** Proficient in Microsoft Office Suite, Google Workspace, WMS and CRM tools.

**Communication & Teaching Support:** Excellent verbal and written communication skills; capable of simplifying complex scientific concepts for non-expert audiences. Experienced in creating reports, presentations, and instructional materials.

**Customer Service:** Proficient in conflict resolution, problem-solving, and customer relationship management; skilled at handling inquiries with professionalism and empathy to ensure client satisfaction.

### **Administrative & Virtual Support:**

Well-versed in email management, calendar scheduling, and online communication tools such as Zoom, Google Meet, and Microsoft Teams. Strong organizational skills and ability to multitask in remote work settings.



## Contact



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## Education

### ● Elementary (2006)

Franciscan College of  
Immaculate Conception

📍 Bonifacio St., Baybay City, Leyte

### ● High School (2010)

Visayas State University  
Laboratory High School

📍 Visca, Baybay City, Leyte

### ● College (2019)

Visayas State University

📍 Visca, Baybay City,  
Leyte

### **BS in Biotechnology**

### ● Teacher's Certificate Program (enrolled)

Caraga Institute of Technology