

**Maria**

**Gender: Female Email:** [**maria.343017@2freemail.com**](mailto:maria.343017@2freemail.com)

**Nationality: Filipino**

**Age: 26**

**C/o-Home phone #: +971505891826**



**EDUCATIONAL BACKGROUND**



Secondary Education: Mary Help of Christians School (2003-2005)

Siena School of Naga (2005-2007)

Tertiary Education: University of San Jose Recolletos (2007-2009)



**CAREER OBJECTIVE**



To succeed in an environment of growth and excellence and earn a job which provides job satisfaction and self development that will help me achieve my personal and as well as my organizational goals.

**SKILLS AND RESPONSIBILITY SUMMARY HIGHLIGHTS**



* Proficient in certain Microsoft applications:
  + MS Word
  + MS Outlook
  + MS Excel
  + MS Paint
  + MS PowerPoint
* Fluent in English
* Work well with others
* Willing to go the extra mile to help and satisfy customers
* Customer Appreciation
* Good work ethic

**GCS Engineering Services**

* Worked as a Receptionist / Secretary in an Engineering Services company
* Caters to all clients inquiries both via phone and email
* Ensuring meetings are effectively organised and minuted
* Maintaining effective records and administration
* Upholding legal requirements

Maria Czarinna Borja

Gender: Female Email:

borjaczarinna@yahoo.com

Nationality: Filipino Address: Muhaisnah 4, Dubai, UAE

Age: 26

Phone #: 050 9221867

EDUCATIONAL BACKGROUND

Secondary Education: Mary Help of Christians School (2003-2005)

Siena School of Naga (2005-2007)

Tertiary Education: University of San Jose Recolletos (2007-2009)

CAREER OBJECTIVE

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SKILLS AND RESPONSIBILITY SUMMARY HIGHLIGHTS

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o MS Paint

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● Fluent in English

● Work well with others

● Willing to go the extra mile to help and satisfy customers

● Customer Appreciation

● Good work ethic

Aegis People Support Summary Highlights

● Worked as a Customer Service Representative for a

healthcare account (Blue Shield of California)

● Assisted customers over the phone with their healthcare

benefits and coverage

● Worked as an online travel specialist as well for a travel

account (Expedia)

● Assists customers over the phone with their online

bookings for both hotels and air travel

Convergys Summary Highlights

● Worked as a phone banker for a credit card account

(Citibank)

● Assisted customers over the phone everything about

their credit card account needs

Lexmark International Summary Highlights

● Worked as a Technical Support Analyst for Lexmark

printers

● Supported North America Geo

● Research technical solutions when necessary using all

available technical resources

● Respond to inquiries and resolved hardware and

software issues as necessary

● Maintained friendly communication with customers,

partners, and co-workers in all circumstances

WORK EXPERIENCE

Customer Service Representative

September 2011 - January 2014

Aegis People Support

Customer Service Representative

February 2014 - February 2015

Convergys

Technical Support Analyst

March 2015 - January 2017

Lexmark Internatio

**Aegis People Support Summary Highlights**

* Worked as a Customer Service Representative for a healthcare account (Blue Shield of California)
* Assisted customers over the phone with their healthcare benefits and coverage
* Worked as an online travel specialist as well for a travel account (Expedia)
* Assists customers over the phone with their online bookings for hotels

**Convergys Summary Highlights**

* Worked as a phone banker for a credit card account (Citibank)
* Assisted customers over the phone everything about their credit card account needs

**Lexmark International Summary Highlights**

* Worked as a Technical Support Analyst for Lexmark printers
* Supported North America Geo
* Research technical solutions when necessary using all available technical resources
* Respond to inquiries and resolved hardware and software issues as necessary
* Maintained friendly communication with customers, partners, and co

workers in all circumstances

**WORK EXPERIENCE**

**Secretary/Receptionist**

September 2010 – September 2011

**GCS Engineering Services**

**Customer Service Representative**

September 2011 - January 2014

**Aegis People Support**

**Customer Service Representative**

February 2014 - February 2015

**Convergys**

**Technical Support Analyst**

March 2015 - January 2017

**Lexmark International**