

# ISADORA MAIDEE G. CARVAJAL

## Licensed Professional Teacher

Central Philippine Bible College  
Jubay, Liloan, Cebu City

Email Add: isadoramaideecarvajal1980@gmail.com

Contact Numbers: 0935-3160-368  
0912-497-4687



**Objective:** To obtain a position where I may employ my skills in operations as well as a friendly demeanor to provide exceptional service. To obtain a position in the corporate field that utilizes my leadership and management skills and potentials. A position that will enable me to use my strong organizational skills, educational background and ability to work well with people and a position that utilizes my hospitality services and management skills and enables me to make a positive contribution to the company.

### Personal Data

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**Age:** 33 years old  
**Birth Date:** May 15, 1989  
**Birthplace:** Cebu City  
**Gender:** Female  
**Civil Status:** Married  
**Weight:** 120 lbs.  
**Height:** 5'10  
**Religion:** Christian



## Educational Attainment

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Elementary: Trinidad Central Elem. School

Secondary: Saint Isidore Academy

College: Bachelor of Arts major in Political Science  
Undergraduate Studies  
Holy Name University

College: Diploma in Professional Education  
Graduate Studies  
Cebu Normal University

College: Master of Arts in Education major in Social Science  
Graduate Studies (Masteral Units)  
Cebu Normal University

Member: Philippine Political Science Association

Eligibility: Licensed Professional Teacher



## Computer Knowledge

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- Well versed with the use of computers
- Knowledgeable of the Microsoft Word Application. Develop, Organize and Complete Tasks and Projects Using Software Programs Such as Word, Excel and PowerPoint.

## Awards and Recognitions

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- HNU-Central Student Government      Senator
- Philippine Political Science Association (HNU Chapter) Best Debater
- HNU-Interdepartmental Grand Debate Champion- Best Debater
- HNU-Interdepartmental Grand Debate Champion- Best Speaker

## Employment Background

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Position:                      Customer Sales Professional  
Employer:                      Stream Global Services  
Year:                              2011-2012

Position:                      Travel Counselor  
Employer:                      EXL Services Inc.  
Year:                              2017-2018

**Position:** Back-office Support  
**Employer:** FWD BPO  
**Year:** 2019

**Position:** Customer Service Agent  
**Employer:** Sykes Asia Inc.  
**Year:** 2019-2022

## Professional and Special Skills

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- Excellent communication skills
- Experience in fast paced and high-profile work
- In-depth information on safety and security measures
- Public Speaking
- Computer Literate
- Self- motivated, initiative with a high level of energy.
- Decision making, critical thinking, organizing and planning oriented
- Flexible to different situations
- Cooperate with other team members
- Good customer service skills.

## Personal References

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Prof. Frederico Ticong Ph.D  
Associate Professor III  
Holy Name University  
09177770814



Kat Evarita  
Team Leader & Trainer  
EXL Services Inc.  
09177906681  
[katevarita@gmail.com](mailto:katevarita@gmail.com)

Dear Ma'am/Sir:

You're posting for a position that closely matches my background and expertise. I am pleased to submit my application for the position currently available at your school. Along with my 4-year study in Bachelor of Arts major in Political Science, 1-year study in Hospitality Services and Management and a Diploma in Professional Education I am certain in my ability to become a vital member of your company. I have enclosed my resume to provide a summary of my qualifications and background for your review.

Throughout my career experience, I have maintained the highest performance standards within a diverse range of administrative functions which is clearly illustrated by my past successes. As a young corporate professional, I streamlined operations in the BPO industry and extended a quality customer service to foreign nationalities in service providers. Based on the prerequisites for this position, following are some of the highlights of my personality and skills which will be an asset to your company;

- Successful track record in giving quality customer service assistance supporting the efforts of trainers and Head Executive in the BPO industry;
- Demonstrated customer service experience working with varied range of customer profiles;
- Confident communicator with outstanding interpersonal skills;
- Ability to work quickly and proactively within solutions-oriented teams;
- Ability to work effectively in an assured manner working under pressure;
- Strong background in all aspects of office management, from coordinating to foreign clients to overseeing the progress of the metrics;
- Demonstrated a capacity to develop and maintain comprehensive administrative processes that improve the efficiency of day-to-day operations.

My confidence, enthusiasm and commitment would be greatly valuable to the school.



With excellent organization and communication skills, an outstanding work ethic and the ability to work well in both team-oriented and self-directed environments I firmly believe would be contributory to the success of your institution. I am positioned to exceed your expectations. I would welcome the opportunity to meet with you to discuss my qualifications in further detail. Thank you for your time and consideration.

Sincerely,

ISADORA MAIDEE G. CARVAJAL

