



Maxine Carimat

CUSTOMER SERVICE

PROFILE

- I have 2.5 years of experience as an ESL Teacher at 51Talk, 6 months as a Virtual Assistant specializing in cold calling and appointment setting, and 6 months as a Customer Service Representative in the BPO industry.
- I am adaptable, efficient under pressure, and committed to delivering excellence in both team and independent work environments, and always willing to learn new things.

CONTACT

- PHONE: 09611525471 | 0994 3117 167
- ADDRESS: El Pardo, Boljoon, Cebu
- EMAIL: maxinecarimat1@gmail.com

CHARACTER REFERENCE

- JASON LAGURA
 - IT Supervisor
 - 09199065546
- JESSYL LIBRADILLA
 - End User Support II, IT Operations
 - 09454960867/09307824663
- DARRELL ROBLE DIANO
 - Site IT Support II
 - 09332889516

SKILLS

- Relationship Building: Skilled in fostering customer loyalty and trust.
- Customer Communication and Relationship Building
- Video Editing: Adobe Premiere Pro, Final Cut Pro, Canva
- Graphic Design: Canva
- Photo Editing: Adobe Photoshop, Lightroom
- Team Collaboration

EDUCATION

- El Pardo National High School, Boljoon | 2014 – 2018
- Senior High School, Alcoy National High School | 2018–2020
- Bachelor of Science in Information Technology, Cebu Technological University | 2020–2024

WORK EXPERIENCE

ESL TEACHER | 51 Talk | December 2021 – July 2024

- Created engaging lesson plans, improved communication skills, and managed class behavior for ESL learners.

VIRTUAL ASSISTANT | MediCare Insurance

October 2023 – May 2024

- Supported staff, managed communications with clients and those seeking Medicare insurance, handled mail and messages, and contributed to special projects.

CUSTOMER SERVICE REPRESENTATIVE

• ContactPoint 360 | August 2024 – January 2025

- As a Customer Service Representative, I address customer inquiries, provide information about products and services, process returns or complaints, and work with internal teams to resolve issues. I maintain records of customer interactions and possess strong communication skills, patience, and the ability to multitask.