



MAYLENE U. ROJO

📍 Al Nahda Dubai UAE

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Professional Summary

Dedicated Office Assistant with excellent experience in industry. Maintains professional appearance and demeanor and expertly completes assigned tasks with focus on quality. Dependable and quick-learning team player with effective communication and organization skills.

Skills

- Strong written and verbal communication skills
- Efficiently prioritize tasks, meet deadlines, and adapt to changing priorities
- Comfortable working in dynamic environments and quickly learning new technologies or processes
- Proficient in using tools like Excel, power point proficiency

Work History

06.2014 - Current

SENIOR SETTLEMENT ASSOCIATE AEL BUSINESS SOLUTIONS - PHILIPPINES

- Improved customer satisfaction by providing timely and accurate technical support.
- Resolved complex technical issues for better system performance and reliability.
- Implemented monitoring tools to proactively identify potential system failures and address them before impacting customers.

11.2013 - 05.2014

CUSTOMER SERVICE ASSOCIATE TELLER –EQUICOM SAVINGS BANK - PHILIPPINES

- Perform financial transaction over the counter that includes encashment, deposits, withdrawals and other miscellaneous
- Streamlined communication with clients for improved service experiences and increased loyalty.
- Enhanced customer satisfaction by effectively addressing inquiries and resolving issues.
- Maintained a high level of product knowledge, providing accurate information to customers.

10.2010 - 10.2011

FOOD AND BEVERAGE CASHIER/ WAITRESS FARAH LEISURE PARKS MANAGEMENT L.L.C - ABU DHABI UAE

- Enhanced customer satisfaction by efficiently processing food and beverage orders and payments.
- Streamlined the ordering process for increased accuracy and reduced wait times.

03.2008 - 10.2010

CUSTOMER SERVICE ASSOCIATE-TELLER

BPI FAMILY SAVINGS BANK - PHILIPPINES

- Maintained a high level of product knowledge, providing accurate information to customers.
- Handled customer complaints professionally, resulting in satisfactory outcomes and positive feedback.

Education

03.2004

Bachelor of Science, Business Administration, Banking and Finance,
ADAMSON UNIVERSITY, DR. ARCADIO SANTOS NATIONAL HIGHSCHOOL -
PHILIPPINES