

REGINA RUBY MIRAMBEL



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OBJECTIVE

I am a competent customer service team member with an excellent background in graphic designing. Able to effectively communicate with customers using a multitude of channels to provide world class service with every interaction. In-depth computer knowledge and competency in a wide range of CRM software.

WORK EXPERIENCE

Feb 2020 – Jun 2020

Admin/Receptionist

Faisal Ali Juma Technical Services, Dubai

My responsibilities include providing basic and accurate information in-person and via phone/email. Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing. Performed secretarial duties, data entry, received and screened office emails and calls. Process invoices for the team including validating and obtaining authorisation for payment. Informing customers of the progress of their orders and scheduling appointment for the technical team.

Sept 2019 – Feb 2020

Graphic Designer/Social Media Marketing

Grank SEO, Dubai

My responsibilities included managing social media accounts, creating integrated design projects across both online and offline outputs, providing graphical support for blogs, websites, and social media channels. Designing and creating a wide variety of graphic arts and promotional materials. Producing accurate and high-quality designs.

Jun 2018 – Dec 2018

Customer Service Representative/Chat support

Mopro, Philippines

My responsibilities included contacting clients via phone for immediate website revisions. Submitting a ticket through Pulse platform for major revision requests. Catering to client's (SME owners) website revision requests through email support and live chat.

Apr 2017 – Apr 2018

Customer Service Representative/Fraud Specialist

Teleperformance, Philippines

Assist banking customers who are victims of fraud, theft or identity theft. Replacing of lost/stolen debit and credit cards. Preventing fraudulent activities on customer's bank account. Identifying and/or tracing any suspicious or high risk transactions.

WORK EXPERIENCE

Apr 2017 – Jun 2017

Graphic Designer/On-the-job-training

Flexron Media Services, Philippines

My responsibilities include designing flat icons and logos for social media platforms, managing hosting services, creating graphics primarily for published, printed or electronic media such as brochures and ads.

Jan 2013 – Nov 2016

Graphic Designer/Machine Operator

Brix Prints and Sign Advertising, Philippines

My responsibilities included operating large format printer for tarpaulins, backdrops and billboards. Designing advertisements, book covers, calendars, magazine covers, brochures, flyers, signage, stickers, tee shirts, web pages, and other branding and communication materials.

QUALIFICATIONS

School Year 2016 - 2017

Bachelor of Science in Computer Science

Cebu Roosevelt Memorial College, Bogu, Cebu, Philippines

School Year 2006 - 2007

High School/Secondary

St. Louise de Marillac College, Bogu, Cebu, Philippines

School Year 2003 - 2004

Elementary/Primary

Felipe Verallo Foundation College, Bogu, Cebu, Philippines

SKILLS

- Patience
- Attentiveness
- Time management skills
- Persuasion skills
- Empathy
- Clear communication skills
- Ability to use positive language
- A calming presence
- Tenacity
- Willingness to learn / fast learner

HOBBIES & INTERESTS

In my spare time I enjoy playing mobile games. I also love playing basketball and volleyball.

REFERENCES

Available upon request.

 Al Attar Tower, Dubai International Financial Centre, Dubai, United Arab Emirates
