

AIRA MAE D. MARO

Poblacion, Kananga, Leyte | 0951-859-4339 | airamaro22@gmail.com

SUMMARY

Economics graduate with one year of professional experience in customer service and a strong foundation in research, data analysis, and project collaboration. Skilled in problem-solving, communication, and handling tasks under pressure. Adept at balancing client needs with organizational goals to deliver excellent results.

WORK EXPERIENCE

Customer Service Representative January 2025 – Present

- Provide frontline support by addressing customer inquiries, concerns, and account-related issues.
- Ensure efficient resolution of complaints while maintaining high levels of customer satisfaction and loyalty.

Research Assistant – Visayas State University Aug 2024 – Oct 2024

- Managed project timelines, reducing delivery times by 30%.
- Spearheaded the adoption of cutting-edge engineering software, improving project accuracy by 15%.
- Collaborated with cross-functional teams, enhancing project success rates by 10%.

Enumerator – Visayas State University Aug 2024 – Sep 2024

- Conducted structured interviews and administered survey questionnaires.
- Verified data for consistency, reliability, and completeness.

EDUCATION

Bachelor of Science in Economics Aug 2020 - Aug 2024

Visayas State University – Baybay, Leyte

Accountancy Business and Management June 2018 - June 2020

ACLC College of Ormoc – Senior Highschool

ADDITIONAL INFORMATION

- **Technical Skills:** Customer Service & Client Relations, Data Analysis, Research, Project Collaboration, Microsoft Office Suite, Google Workspace, Shopify
- **Languages:** English, Filipino (native/fluent spoken)
- **Certifications:** Microsoft Artificial Intelligence Course (Azure AI Fundamentals) , Introduction to Bookkeeping
- **Awards/Activities:** Received the "Engineering Excellence" Award for outstanding contributions to project innovation, Borcelle Technologies



TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY
NATIONAL INSTITUTE FOR TECHNICAL EDUCATION AND SKILLS DEVELOPMENT (NITESD)
EAST SERVICE ROAD, SOUTH LUZON EXPRESSWAY (SLEX), FORT BONIFACIO, TAGUIG CITY

CERTIFICATE OF COMPLETION

THIS IS TO CERTIFY THAT

Aira Mae Dela Peña Maro

HAS COMPLETED THE COURSE

Introduction to Bookkeeping

ON June 18, 2025

This is a computer generated certificate,
it is valid even without a signature.

For verification purposes, contact:
eTESDA Division
tesdaonlineprogram@tesda.gov.ph (02) 8893 - 8297



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CERTIFICATE OF COMPLETION

THIS IS TO CERTIFY THAT

Aira Mae Dela Peña Maro

HAS COMPLETED THE COURSE

Microsoft Artificial Intelligence Course (Azure AI Fundamentals)

ON June 19, 2025

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