



LOVELYMAE A. BORRES

Contact

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Address

237 Lorega Street Cebu City

Education

BSED- Major in English

University of San Jose- Recoletos
2020-2024

BS-Accountancy

University of San Jose- Recoletos
2019-2020

Skills

- Communication skills
- Problem-solving
- Time management
- Adaptability
- Teamwork
- Attention to detail
- Customer service skills
- Basic IT skills
- Professional email writing
- Clear phone communication

Language

- English
- Filipino

Professional Experience

2026
Present

Business Support Specialist

Outforce Inc. (VONEX - Australia)

- Provide day-to-day business support for VoIP and telecommunication services, ensuring smooth operation of client communication systems.
- Manage and troubleshoot PBX systems, including VoIP configurations and call routing, using tools such as Ringotel and related platforms.
- Coordinate with network and service providers including NBN, Vocus, Symbio, and Optus to resolve service issues and maintain connectivity.

2023
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2025

Technical Support Engineer

Calltek BPO (SAGENET - USA)

- Provided technical support to clients for 2 years and 7 months, troubleshooting network and connectivity issues using tools such as SolarWinds, Zabbix, Sagebot, Meraki, Cradlepoint, Fortinet, DRM, and TotalNMS.
- Managed and resolved support tickets through ServiceNow, ensuring timely updates, proper documentation, and adherence to SLAs.
- Communicated with clients via phone and email using Microsoft Outlook (Microsoft 365), delivering clear updates and maintaining a high level of customer service.

2024

Student Teacher (Practice Teaching)

Ramon Duterte Memorial National High School

- Taught English to three different classes, delivering lessons on reading, writing, and communication while adapting teaching strategies to suit varying student levels.
- Prepared lesson plans, instructional materials, and classroom activities to support student engagement and learning outcomes.
- Managed classroom behavior, assessed student performance, and provided feedback to help improve their language skills.

Reference

Jerick Tabada

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