

# Curriculum Vitae



## 1. General:

**Name:** María Eugenia Marroquín Turcios

**Age:** 40 years old

**Nationality:** Salvadorian

**Date of birth:** May 2<sup>nd</sup> 1983

**Address:** Col. Nueva Metrópolis calle Acrópolis Pte. Polígono I # 2. San Salvador, Mejicanos.

**Cell phone:** (503)7986-4933

**E-mail:** marugene@gmail.com

## 2. Studies:

### High School:

Liceo Cristiano Reverendo Juan Bueno Central. (1999-2000)

Diploma: General School

### Technical education:

Instituto Tecnológico Centro Americano (ITCA). (2001-2003)

Diploma: Electronic Engineering Technician. (Electronic communications)

### College education:

Universidad Francisco Gavidia - Computer Engineering (2004-2006)

BA in English language (2010-2012)

### Additional Courses:

Prolingua Institute. English by modules. Degree: Diploma Level 20

Instituto Tecnológico Centro Americano (ITCA). CCNA module 1 (2016)

## 3. Other Skills:

### Management of computer programs:

Microsoft Office suite of tools: Word, Excel, Power Point

Internet browsers and search engines

### Languages:

Spanish: Native.

English: Advanced.

#### **4. Job Experience:**

- Teleperformance October 2022 to the date. Language Line Solutions– live interpretation services english / spanish.
- SYKES Ltd. El Salvador. CIGNA insurance customer service, January 2022 to October 2022
- Telus International. Koodo Mobile customer service, October 2021 to January 2022
- SYKES Ltd. El Salvador. MetLife insurance: customer service and live interpretation english / spanish, June 2017 to June 2021.
- Tech Americas SA de CV, January 2015 to December 2016, customer service, technical support, IT Junior Network Administrator, EarthLink Inventory Survey QA.
- One Source Building Technologies, May 2013 to December 2014, Quality Analyst for AT&T's network upgrades - Technical survey reviewer.
- Stream Global Services El Salvador, October 2011 to March 2013, customer service
- SYKES Ltd. El Salvador, September 2009 to September 2011, Guardian Life Insurance
- ATENTO El Salvador, June 2004 - August 2008. Spanish call center, tech support Internet and network

#### **5. Personal References:**

Maria Eugenia Bellegarrigue TEL: (503)7601-0503

Edgar Armando Lazo Flores TEL: (503)7955-5620

Raul Aparicio TEL: (503)7861-1949

#### **6. Job References:**

Aida Pineda TEL: (503)7600-6895  
Immediate boss Teleperformance

Maria Rene Salazar TEL: (503)7087-4293  
Immediate boss Telus International

Gerardo Santamaría TEL: (503)7255-0001  
Immediate boss SYKES El Salvador