



NUR ATIYAH FATHI LAGUNDAY

VIRTUAL ASSISTANT

OBJECTIVE

A well-trained individual in providing impactful customer service in decision making with strong communication skills. Had handle inbound, outbound, emails even chat support. Received different type of recognition and now still willing to unlock any hidden skills that might help not just me but also the people I'll be working with.

SKILLS

- E-mail handling and inbox optimization
- Calendar & Meeting Scheduling
- Research, Data Collection and Data Entry
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides MS Office (Word, Excel, PowerPoint, Outlook)
- Other administrative support.

CONTACT

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🏠 General Mariano Alvarez,
Cavite, 4117

EDUCATION

PALAWAN STATE UNIVERSITY

**BACHELOR OF SCIENCE IN MECHANICAL
ENGINEERING | JUNE 2015 - MARCH 2016**

- Responsible for meeting the deadline by submitting plates on time.
- Developed knowledge of critical thinking and mathematical principles.

SAN JOSE NATIONAL HIGH SCHOOL

**INFORMATION TECHNOLOGY | JUNE 2011
- MARCH 2015**

- Understanding on how to run and navigate Microsoft Word and Microsoft Excel.
- Learned on how to properly use social media such as Facebook, Twitter and Instagram.

WORK EXPERIENCE

ALL- AROUND SERVER

**Bamboo Shed Canteen | May
2016 - March 2017**

- Flexible on doing multi-taskin most queuing time.
- Giving feedback on canteen's menu and how to improve it in order to gain more customers in daily routine.
- Resolved guest concerns and complaints in order to maintain a positive atmosphere.
- Responsible in supporting the monthly statement of profit and loss.

WWW.REALLYGREATSITE.COM

WORK EXPERIENCE

SALES LADY

DJ Jacinto Merchandise | June 2017-
August 2017

- Catering customer's orders which follow up involved if it's necessary.
- Responsible for issuing invoice especially for bulk orders.
- Ensured store never run out of stock for best buy items.
- Organized inventories.
- Product knowledge for right pitch.

CUSTOMER SERVICE REPRESENTATIVE

Sitel Palawan | September 2018 -
January 2020

- Responsible for customer's account, validation, checking balance, spent and payroll.
- Discussed every transaction under customer's account especially debit.
- Document all call information according to standard operating procedures.
- Enter new customer information into the system.
- Complete call logs.
- Research required information using available resources.

TECHINICAL SUPPORT

Concentrix Eastwood | February 2020 -
May 2021

- Provide customers with product and service information
- Walking through the customers for trouble shooting.
- Following the standard process and procedure.
- Data entry in processing orders and application.
- Scheduled technician appointment for customer.
- Identifying the root cause of issue.
- Making changes on customer's account based on their desired with permission.
- Maintaining any terms and condition are properly disclosed.

RETENTION SPECIALIST

Bridgetowne Giga Tower | June 2021
December 2021

- Create orders and application for customer's account.
- Provide product knowledge under cosmetics section.
- Giving customer's procedure and item instruction.
- Negotiate the best offer to retain loyal customers.
- Document call logs base on standard procedure.
- Communication skills for empathy for strong assurance.
- Back tracking customer's log and history.

SALES SPECIALIST

Bridgetowne Terra Tower - December
2021 - May 2023

- Expert in product knowledge and information (Audio/Visual, Home & Appliances, and Smartphones).
- 80% outbound call, 20% email and 8% inbound 2% chat support.
- Engaging with client and provide feedback for account growth.
- Closed on set sales.
- Data Input orders information into Google Sheet, Google Form & Microsoft Excel.
- Documenting sales revenue and outcome in daily, weekly, and monthly basis.
- Assigned in designing bulletin board for overall team performance.

LEVEL TWO SPECIALIST

iQor Dasmaringas | June 2023 - June 2024

- Slack is main tools of communication.
- Providing support on technical issues, through remote diagnosis over the phone or online.
- Reviewed product details (plan, devices and customer's account).
- Processed order and account changes.
- Maximized Microsoft Excel to track matrix goal.
- Power BI user for tracking down team performance.
- Maintaining positive attitude and good vibes to keep a smooth and healthy environment.