



Mika Elaine Masalihit

CONTACT INFO



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Sibulan, Negros Oriental
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PROFESSIONAL SKILLS

- Call Handling
- Email Management
- Data Management
- Administrative Skills
- Time Management
- Attention to Detail
- Organizational Skills
- Technical Proficiency
- Customer Service
- Adaptability

SOFTWARE EXPERIENCE

- Google Workspace
- Microsoft Office Suite
- Canva
- Zoom
- Google Calendar
- Google Drive
- Skype

WORK EXPERIENCE

GENERAL VIRTUAL ASSISTANT

Wrkpod by Sites at Scales |
October 2022 - October 2023

- managed appointment schedules
- handled calls and emails
- maintained patient records
- performed various administrative tasks

ONLINE ENGLISH TUTOR

51Talk | December 2019 - August 2021

- conducted online English lessons
- lesson planning, assessment and feedback

EMAIL AND CHAT SUPPORT

ECE Contact Centers | April 2019 - August 2019

- Responded to customer inquiries, concerns, and requests via email and chat
- Identified, troubleshoot, and resolved customer issues or questions

CUSTOMER SERVICE REPRESENTATIVE

TeleTech Dumaguete | Dec 2015 - Jan 2017

- received incoming call and provided healthcare providers with detailed explanations of the patient's insurance benefits

SALES REPRESENTATIVE

Globalsky Inc. Vinyl Solutions | Jan 2013 - Feb 2014

- Initiated outbound calls to leads, introducing the company's services and assessing their interest and needs

EDUCATION

SILLIMAN UNIVERSITY

June 2019 - May 2021

Bachelor's Degree in Elementary Education

REFERENCES

- Jan Israel Partosa | Wrkpod/GP Hero Team Lead | jan@gphero.com.au/09617351590
- Sheena Gimol | Wrkpod/GP Hero Team Lead | sheena@gphero.com.au/09393660144
- Client Abing | Wrkpod/GP Hero Team Member | client@gphero.com.au/09366703168