



Airam Maurice Malana

CONTACT INFO

Date of Birth: 10/30/1999



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Email

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Address

Maligaya Park, Brgy. Pasong Putik,
Quezon City, Philippines, 1118

Skype: live:.cid.6a19a0d29f639295

PROFESSIONAL SKILLS

- Excellent English communication skills both written and verbal
- Time Management
- Can work under pressure
- Detail-oriented
- Fast-learner
- Active Listening
- Customer Service
- Computer Skills
- Organization
- Teamwork
- Copywriting

SOFTWARE EXPERIENCE

- Knowledgeable in Computer Programs
- Proficient in Microsoft Office programs such as Word, PowerPoint, Excel, and Outlook
- Proficient in Google Suite
- Facebook
- Copy. Ai
- ChatGPT
- Zoom / Slack
- Aircall
- Canva

WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE | BPO

Alorica | March 2020 - July 2021

- Assist customers with their inquiries (Bills)
- Doing basic troubleshooting
- Offering Services and Promotions
- Collecting payments
- Engaging with customers through conversations facilitated by Avaya.
- Help customers track their orders by using their tracking number
- I worked in the CST timezone, from 6 AM to 3 PM.

ADMIN OPERATOR | VIRTUAL ASSISTANT

StarMaker Global | June 2021- January 2022

- Change Log in Details & Change Country on users' profile
- Help them recharge coins using their preferred payment method
- Offering users to be a Coin seller to earn money
- Doing reports through Google sheet and transferring them to Zimbra
- Promoting Events through Facebook and Instagram
- Using Canva to create event posters
- Using Ushow media tool to communicate with the customers/users of the application. (Chat)

COPYWRITER | VIRTUAL ASSISTANT

Storm Media Limited | Feb. 2022- Sept. 2023

- Creating content for each product using MS Word, Copy.ai, and Google for research
- Create customer reviews
- Adding the product's ingredients description benefits and features of the product
- Engaging in communication with clients through the use of Skype.

RECRUITER APPOINTMENT SETTER | VIRTUAL ASSISTANT

Keynote Business Solutions | Jan. 2022- Jan. 2024

- Calling all applicants to conduct a short interview through call
- Set up all applicants for a Zoom meeting with the Owner of the Company/Client
- Manage and Update Google Sheets | Doing some Admin Task
- Update the client on how many applicants will attend the Zoom meeting through Slack
- Send Email Confirmation through Outlook
- Also Using Zoom to remind the applicants
- I worked in the PST timezone, from 9 AM to 6 PM.



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- Canva

WORK EXPERIENCE

BILLING ASSISTANT | VIRTUAL ASSISTANT

VA Elites | April 1 - May 24 (Project Based)

- Google sheet management
- Managing Google Sheets involves thoroughly verifying all data from the client's portal to ensure that all amounts indicated in the sheets have been paid
- Followed by processing invoicing through both HHAExchange and AxisCare.
- Ensuring that the Claim ID corresponds to the amount indicated in the Google Sheet is essential for processing the invoicing accurately.
- I worked in the EST timezone, from 9 AM to 5 PM.

EDUCATION

TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES

June 2018 - April 2019 (College Undergraduate)
Bachelor of Science in Architecture

NATIONAL UNIVERSITY

June 2019 - April 2020 (College Undergraduate)
Bachelor of Science in Architecture

REFERENCES

- Lynette Marie Blancia | Trainer | +639493935676
- Angelique Mae Reyes | Team Leader | +639157031199
- Rich Lee Salva | Agent | +639456956880