

AIZA JOY CADAYDAY



PROFILE



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Mabinay, Negros Oriental 6207

Highly experience professional as a Customer Service Representative. Passionate about promoting lasting customer service satisfaction. Recently worked as a Legal Virtual Assistant with over the year experience providing administrative and legal support to Attorneys, law firms and legal departments.

SKILLS

- Client phone and e-mail management
- Calendar and schedule coordination
- Proficiency in legal software,(Smart Advocate, My Case, Outlook 365, MS Suit
- Attention to detail and accuracy in completing tasks.
- Self-motivated and able to work independently with minimal supervision.
- Strong problem-solving skills and ability to adapt to changing priorities.
- Flexibility to work in different time zones,.

TOOLS USED

My Case,
Microsoft Office- Word, Outlook
Google Workspace- Docs, Sheets, Gmail ,
Drive,
DocuSign, Adobe Acrobat,
Hubstaff, Zoom, Slack, Ooma,

EXPERIENCE

CASE MANAGER

THE LAW OFFICES OF MATTHEW KARIM

July 2024- February 2025

- Managing the Attorney's email
- Organize calendar and schedule for client meetings, Opposing Counsel and third party departments
- Handling inbound/outbound calls for the Attorney and firm paralegal
- Filing the case documents to My Case
- Assisting paralegal with their tasks

LEGAL INTAKE SPECIALIST

SLATER SLATER SCHULMAN , LLP

October 2023 - May 2024

- Provide attorneys with comprehensive administrative and clerical support, including document preparation, filing, and scheduling.
- Conduct initial consultations with potential clients to assess their legal needs and determine case viability.
- Gather and record detailed information accurately and efficiently.
- Provide excellent customer service, addressing client inquiries and concerns.
- Assist in the preparation of client contracts and engagement letters.
- Collaborate with the legal team to ensure a smooth transition of cases from intake to legal assistance.

SUBJECT MATTER EXPERT, TECHNICAL SUPPORT

TRANSCOM WORLDWIDE PHIL., BACOLOD CITY

October 2014- April 2023

- Managed high levels of call flow and responded to technical support needs.
- Identify customer needs, answer questions, and solve problems.
- Answer customer inquiries in a timely and professional manner.
- Promoting products and services to close a sale.
- Process sale/order thru CRM.
- Handle and resolve complaints according to established policies and procedures.
- Used ticketing systems to manage and process support actions and supports.
- Identified potential sales and cross-selling opportunities.
- Documented support interactions for future reference.

EDUCATION

BACHELOR IN ELEMENTARY EDUCATION: GENERAL

Central Philippines State University
2008-2012

SECONDARY EDUCATION

Mabinay National High School
2003 - 2017