



Sittie Shaneen Aiza Guiomala

Independent, organized and open to take steps in offering extensive knowledge. Highly motivated and detail-oriented Virtual Assistant with a strong technical aptitude and excellent English communication skills. Flexible and adaptable, capable of managing diverse tasks efficiently while maintaining a competitive edge. Quick to learn new tools and processes. A self-starter who works independently and consistently delivers high-quality results. Committed to providing exceptional support and contributing to organizational success.

CONTACT

- 0994-726-3069
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- General Santos City
Philippines

EDUCATION

Golden State College
Bachelor in Elementary
Education

MAIN SKILLS

- Proactive Communication
- Customer Service
- Attention to detail
- Confidentiality and Professionalism
- Social Media Manager

English Language Teacher (Thailand)
Ban Khun Morh School-February 1, 2020-
October 15, 2021

- Designing lesson plans and instructional materials aligned with curriculum standards. Teaching reading, writing, grammar, and literature to students.
- Assessment Evaluating student performance through tests, assignments, and projects.
- Creating and maintaining a positive and productive classroom environment.
- Providing individualized assistance to students needing extra help.
- Offering constructive feedback on student work to foster improvement.
- Engaging in ongoing training to enhance teaching skills.
- Working with other educators and staff to support student learning.
- Keeping parents informed about student progress and behavior.

WORK REFERENCES

- Sheena lyn Balabat- Division Head/ Special Projects Division - LGU
- Laureana Amoguis- Head Manager/JCON BPO Company
- Mary Grace Emejas- Head Teacher/ Ban Morh School

CORPO WORK EXPERIENCE

Administrative Aide III

Local Government Unit November 2, 2022- present

- Organize office spaces, manage supplies, and maintain office equipment.
- Answer phones, manage emails, greet visitors, handle correspondence.
- Manage calendars, schedule appointments, and arrange meetings, travel, monitor and manage tracking sheet for incoming and outgoing communications
- Prepare, organize, and maintain documents and files (both physical and digital).
- Update and manage client, employee, or project records. manage petty cash.
- Process invoices, track expenses, and manage petty cash.
- Assist managers and staff with administrative tasks and project coordination, schedule meetings and manage calendars
- Customer Service: Respond to inquiries and provide general assistance to clients or customers.

BPO EXPERIENCE

Mass tort, Appointment Setter/Application taker

JCON BPO Company- October 25, 2021- October 26, 2022

- Coordinate and set up appointments for clients, customers, or patients, ensuring everything is clear.
- Handling incoming calls, emails, and inquiries, providing information, confirming appointments, and rescheduling if necessary.
- Record appointment details, personal information, and application data into the system or database.
- Provide excellent customer service by addressing concerns, answering questions, and assisting with the application or booking process.
- Send reminders to clients or customers about upcoming appointments to reduce no-shows.
- Keep accurate and up-to-date records of appointments and applications for follow-up or reporting purposes.
- After appointments or applications, follow up with clients or applicants to ensure satisfaction and gather additional information if needed.
- In roles involving applications, maintaining confidentiality of sensitive data is critical.