

MA. REALIZ SUAYAN

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PROFESSIONAL SUMMARY

Detail-oriented and reliable aspiring Virtual Assistant with 4+ years of experience in customer service, administrative support, and client communication across insurance, travel, retail, and healthcare industries. Skilled in email management, calendar scheduling, data entry, customer support, and handling high-volume inquiries in remote work environments. Proficient in Google Workspace, Microsoft Office, Canva, and online communication tools. Known for strong communication skills, problem-solving ability, and delivering professional support to clients and customers.

KEY SKILLS

Email Management | Calendar Scheduling | Data Entry | Internet Research | File Organization | Google Workspace | Microsoft Office | Canva | Zoom | Grammarly | Slack | ChatGPT/AI Automation | Customer Support | Complaint Resolution | Refund Processing | Travel Booking Assistant | Insurance Support | Order Management | Campaign Coordination | Sales Presentation | Marketing Strategy

PROFESSIONAL EXPERIENCE

Customer Service Assistant III

DXC Technology Philippines | September 2022 - February 2023

- Managed 50+ daily customer inquiries related to insurance policies, billing, eligibility, and coverage while maintaining professional and timely communication.*
- Resolved customer complaints and account issues efficiently, contributing to improved customer satisfaction and reduced escalation cases.*
- Assisted clients with insurance product selection and policy clarification by providing accurate information and step-by-step support.*
- Processed internal and external service requests with high attention to detail, ensuring accurate documentation and timely follow-ups.*
- Collaborated with team members and supervisors in a remote work environment to maintain service quality and meet performance targets.*

Customer Relations Assistant

ResultsCX- Lipa | October 2021 - December 2021

- Handled 40+ daily customer inquiries related to orders, payments, shipping, and product concerns while maintaining professional and accurate communication.*
- Processed customer orders, refunds, and payment-related concerns with high attention to detail, ensuring timely resolution and customer satisfaction.*
- Assisted customers with shipment tracking and delivery issues, providing prompt updates and reducing repeat follow-up inquiries.*
- Resolved customer complaints and product-related concerns through effective problem-solving and step-by-step assistance.*
- Maintained accurate customer records and order information while working within company service and quality standards.*
- Maintained high customer satisfaction*

- *Achieved quality and service targets*
- *Met customer service KPIs*

Customer Service Assistant

Concentrix | February 2022 - May 2022

- *Assisted 50+ travelers daily with flight bookings, cancellations, refunds, and itinerary changes while maintaining professional and customer-focused communication.*
- *Resolved travel-related concerns efficiently by providing step-by-step assistance, contributing to improved customer satisfaction and reduced repeat inquiries.*
- *Managed customer requests involving delayed flights, booking modifications, and special accommodations in a fast-paced support environment.*
- *Maintained accurate booking and customer information while meeting company quality and performance standards.*

Marketing Assistant

Fortune Life Insurance Co. Inc | January 2017 - April 2019

- *Coordinated with agents and clients regarding group insurance accounts, ensuring timely communication and efficient handling of client concerns and documentation.*
- *Assisted in preparing and delivering insurance product presentations and seminars for clients and agents, helping support sales and client engagement activities.*
- *Computed insurance premium rates and processed account-related information with accuracy and attention to detail.*
- *Supported the Group Marketing Senior Manager and executives with administrative, marketing, and client coordination tasks in a fast-paced office environment.*
- *Maintained organized records and coordinated with healthcare partners regarding hospitalization plans and group account requirements.*

Marketing Specialist

Our Lady of Caysasay Medical Center | August 2015 - December 2016

- *Developed and implemented marketing campaigns, events, and promotional activities to support brand awareness and customer engagement initiatives.*
- *Managed social media presence and marketing communications, helping improve online visibility and audience engagement across digital platforms.*
- *Coordinated marketing meetings, reports, and strategic activities while maintaining organized documentation and timely communication with stakeholders.*
- *Prepared marketing assessments, presentations, and administrative reports to support management decision-making and campaign planning.*
- *Collaborated with healthcare organizations, patient support groups, and industry partners to strengthen professional relationships and marketing initiatives.*

TECH PROFICIENCY

Productivity & Admin: *Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365, Email Management, Calendar Scheduling, Data Entry, Internet Research, File Organization, Microsoft Office*

Communication: *Slack, Zoom, Google Meet, Loom, Calendly*

AI & Automation: *ChatGPT and Grammarly*

Design & Content: *Canva and CapCut*

EDUCATION

Bachelor of Science in Business Administration major in Marketing Management

De Lasalle | Lipa, Philippines | 2015

REMOTE WORK READINESS

Internet: *Primary: PLDT Fiber 25MBPS | Backup: Smart 5G mobile hotspot*

Power Backup: *Power Station, AC Output: 220V50Hz*

Equipment: *Acer Aspire Lite 15*

Workspace: *Dedicated home office | Quiet environment | Professional video-call background*

Availability: *Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones*

LANGUAGES

English: *Fluent*

Filipino: *Native*