

# DIANNE B. DE JESUS

## Virtual Assistant | Customer Support | Administrative Support

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## PROFESSIONAL SUMMARY

Customer support and virtual assistant professional with 5+ years of experience in administrative support, client communication, executive assistance, and operations coordination in fast-paced international environments. Skilled in email and chat support, calendar management, travel coordination, and remote collaboration. Recognized for professionalism, adaptability, multitasking, and strong customer service skills.

## EDUCATION

### BS Hotel and Restaurant Management

Polytechnic University of the Philippines Sto. Tomas | 2008-2012

## CORE COMPETENCIES

- Customer Support & Client Communication
- Virtual & Administrative Assistance
- Email & Calendar Management
- Travel Coordination & Scheduling
- Remote Team Collaboration
- Problem Solving & Multitasking

## TOOLS & SYSTEMS

- Microsoft 365 (Word, Excel, Outlook, PowerPoint)
- Google Workspace
- Zoom, Microsoft Teams, Google Meet
- CRM and Project Management tools: Trello, Slack, Asana
- Content Creation and Marketing tools: Canva, SendGrid, CapCut
- Travel and Booking Platforms: Booking.com, Agoda, Expedia TAAP, Rezlive, TBO Holidays, Bedsonline, KKDay, Klook, 12Go, Airbnb

## WORK EXPERIENCE

### Virtual Administrative Assistant | Nourella Marketing Consultancy

Concurrent Remote Role (Kuwait) | May 2025 – Present

- Supported remote operations through administrative coordination, client communication, and task management
- Assisted with project coordination and day-to-day administrative support

### Customer Support Officer & Executive Assistant to the CEO | Hello Explorer Travel and Consulting Co.

Kuwait | Aug 2020 – Sept 2025

- Managed customer inquiries across email, chat, and messaging platforms in a fast-paced environment
- Coordinated travel bookings, itinerary updates, and customer assistance
- Supported daily administrative operations including scheduling, correspondence, and documentation
- Assisted the CEO with calendar management, meeting coordination, and travel arrangements
- Collaborated with internal teams to ensure smooth communication and workflow efficiency

### Executive Assistant & Social Media Coordinator (Part-Time) | The Social Recipe

Kuwait | Aug 2021 – Nov 2023

- Assisted with administrative coordination, reports, and business communications
- Managed social media engagement and customer interactions across digital platforms
- Supported daily team operations and scheduling tasks

### Passenger Services Agent (Premium & First Class) | Qatar Airways (via National Aviation Services)

Kuwait | Jun 2017 – Jan 2020

- Delivered premium customer service to First Class passengers in a fast-paced international airport environment
- Coordinated priority handling, special requests, and passenger support while maintaining service excellence

### Passenger Services Agent | MacroAsia Airport Services Corporation

Philippines | Apr 2016 – Dec 2016

- Assisted passengers with check-in, boarding, and flight-related concerns
- Ensured smooth airport operations in high-volume environments

### Direct Marketing Assistant | Philippine Savings Bank

Philippines | Jun 2015 – Mar 2016

- Supported marketing campaigns and customer acquisition efforts
- Assisted in creating marketing materials and client communications