

NATHALIE JOY R. IRAN

nathaliejoyiran@gmail.com | +63 965 295 2547 | Cagayan de Oro City, Philippines
linkedin.com/in/nathalieiran

PROFESSIONAL SUMMARY

Detail-oriented administrative professional with experience in banking, operations support, data management, and client communication serving 50+ clients daily. Skilled in data entry, online research, documentation, and spreadsheet management. Quick to learn new digital tools and able to support remote teams efficiently. Seeking to contribute as a Virtual Assistant supporting business operations and digital tasks.

KEY SKILLS

Task Management | Email Management | Customer Support | Google Workspace | Slack | Canva | ChatGPT | Data Entry | Attention to Detail | Microsoft Excel | Time Management

PROFESSIONAL EXPERIENCE

Branch Operations Assistant

China Banking Corporation | October 2023 - May 2025

- Managed daily branch documentation, reports, and transaction records, ensuring 100% accuracy and timely submission to head office and compliance units.
- Maintained organized filing systems for operational and customer documents, improving document retrieval time by up to 30% during audits and reviews.
- Coordinated with tellers and branch officers to verify transaction records and reports, supporting smooth branch operations and error-free daily balancing.

Bank Teller

China Banking Corporation | June 2025 - June 2026

- Processed daily cash transactions including deposits, withdrawals, and payments for 100+ customers per day while maintaining balancing accuracy.
- Verified customer identification and transaction documents to prevent fraud and ensure compliance with bank policies in 100% of processed transactions.
- Assisted customers with account inquiries and banking services, reducing average service time to under 5 minutes per client.
- Maintained accurate records of daily transactions and reports, ensuring timely submission before branch closing deadlines.
- Resolved customer concerns regarding account discrepancies and transactions, achieving high customer satisfaction and faster issue resolution.

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365

Communication: Slack, Zoom, Google Meet

AI & Automation: ChatGPT, Grammarly

Design & Content: Canva, CapCut, Adobe Express

EDUCATION

Bachelor of Science in Accountancy

Xavier University - Ateneo de Cagayan | Cagayan de Oro City, Philippines | 2023

Dean's List, Honorable Mention

CERTIFICATIONS

- EF SET English Certification - EF SET - 2026

REMOTE WORK READINESS

Internet: Primary: GFiber 100 Mbps | Backup: Smart 5G mobile hotspot

Power Backup: Generator access

Equipment: Acer Nitro ANV15-41 | Noise-cancelling headset | Built-in webcam

Workspace: Dedicated home office | Quiet environment

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

LANGUAGES

English: Proficient

Filipino: Native