



CASS GALANG

OPERATIONS SPECIALIST

ADDRESS

Sheridan Towers
Pasig City PH 1600

PHONE NUMBER

+63 917 571 2051

WEBSITE

www.cass.wethegalangs.com

SOCIAL MEDIA

@missbackpacker

PROFILE

Cass is a seasoned operations specialist working remotely from the Philippines.

She only promises excellence with the help of her 10 years of diverse experience in executive assistance, process documentation, technical writing, customer service, project and social media management, client relations, blogging, data mining, web development, researching, and a lot more.

If time and budget permit, she travels, hikes mountains, practices Pilates, and binge-watches Netflix shows.

EDUCATION



Bachelor of Arts in Journalism

University of Santo Tomas
June 2002 - March 2006
Manila, Philippines
Dean's Lister

EXPERIENCE



VIRTUAL OPERATIONS SPECIALIST | 2006 - PRESENT

- Tasks include but not limited to transcription, content creation, data mining and collection, researching, proofreading and editing, web development, and management of blogs, social media accounts, projects, emails, and calendar, and various admin tasks.



TECHNICAL WRITER | 2011 - 2016

- Analyzes existing and potential content, focusing on reuse and single-sourcing opportunities.
- Creates and maintains the information architecture.
- Writes easy-to-understand user interface text, online help, and developer guides.
- Produces tutorials to help end-users use a variety of consumer electronics products.



CUSTOMER SERVICE EXPERT | 2007 - 2011

- Prepares for customer inquiries by studying products, services, and customer service processes.
- Responds to customer inquiries by understanding and reviewing situation; gathering, researching, assembling, and forwarding information.
- Records customer inquiries by documenting inquiry and response in customers' accounts.

PROFESSIONAL SKILLS

Technical Writing	● ● ● ● ●
Social Media Management	● ● ● ● ●
Customer Service	● ● ● ● ●
Operations Administration	● ● ● ● ●

AREAS OF EXPERTISE

- WordPress
- Lightroom / Photoshop
- Canva / VSCO
- Google Apps / Suite
- Microsoft Office
- MailChimp
- Asana / Trello
- Slack / Skype / Zoom
- Hootsuite / Buffer
- Dropbox