



# Cass Galang

## Virtual Assistant






### ABOUT ME

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I am a virtual assistant from the Philippines with over 10 years of experience in operations and project management, process documentation, administrative assistance, and customer support. I am friendly, trustworthy, a critical thinker, innovative, and most especially, highly-organized.






### CONTACT

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### QUALIFICATION

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-  [Computer Specs](#)
-  [Internet Speed](#)
-  [Audio Recording](#)
-  [DISC Personality](#)
-  [Home Office Setup](#)

### EDUCATION

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University of Santo Tomas  
Bachelor of Arts in Journalism, 2006

### SKILLS

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- Operations Administration
- Project Management
- Process Documentation
- Technical Writing
- Customer Service
- Social Media Management
- Minor Graphic Design
- Events Planning

### TECH / TOOLS

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- WordPress
- Lightroom / Photoshop / Canva
- Google Apps / Suite
- Microsoft Office
- Asana / Trello / ClickUp / Notion
- Slack / Skype / Zoom
- Hootsuite / Buffer
- MailChimp / SendGrid

### WORK EXPERIENCE

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#### Virtual Operations Specialist

AUGUST 2007 – 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.

#### Sony Electronics, Inc., Technical Writer

FEBRUARY 2011 – SEPTEMBER 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.

#### Sony Electronics, Inc., Customer Service Expert

AUGUST 2007 – FEBRUARY 2011

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