

Cass Galang

cass.wethegalangs.com

cass@wethegalangs.com

+63 917 571 2051

I help company leaders have the freedom to focus on more important things like developing relationships with clients and delivering business by providing quality virtual assistance on everyday time-consuming tasks. I enjoy working in an environment where my communicative, detail-driven, professional but friendly, and proactive personality adds to the success and completion of the project at hand.

EMPLOYMENT HISTORY

Jan 2023 - Present	Operations Coordinator Terray Therapeutics terraytx.com <ul style="list-style-type: none">• Compile, generate, and manage spreadsheets capturing critical department information and metrics.• Create pivot tables to build databases and optimize spreadsheets that help to achieve department goals.• Turn various sources of data points into easy-to-read reports and charts.• Support research and gather sources for various technologies, frameworks, and solutions to Engineering problems as needed.• Plan/Schedule stakeholder, company, project-level meetings and appointments.• Assist with recruitment, hiring, and onboarding of new hires.	Pasadena, CA (Remote)
May 2021 – June 2023	Client Support Supervisor Made Neat Pty Ltd madeneat.com.au <ul style="list-style-type: none">• Handle client service and support via phone, email, or chat.• Create manuals and documentation for clients and team members.• Head office administration tasks (billing and invoicing, knowledge keeping, calendar management, research, data entry).• Coordinate client and team meetings.• Compile and create recurring and scheduled client reports.	Noosa, AU (Remote)
Jan 2022 – Nov 2022	Operations Manager, Software Engineering R-Zero Systems, Inc. rzerosystems.com <ul style="list-style-type: none">• Compile, generate, and manage spreadsheets capturing critical department information and metrics.• Create pivot tables to build databases, and optimize spreadsheets that help to achieve department goals.• Turn various sources of data points into easy-to-read reports and charts.• Support research and gather sources for various technologies, frameworks, and solutions to Engineering problems as needed.• Plan/Schedule department-level meetings and appointments.• Prepare reports and presentations for the broader organization on behalf of the Engineering department.	Salt Lake City, UT (Remote)

Aug 2017 – Jan 2022	Operations Specialist Analytics Fire (acquired by R-Zero) analyticsfire.com <ul style="list-style-type: none"> ● Compile, generate, and manage spreadsheets capturing critical department information and metrics. ● Create pivot tables to build databases and optimize spreadsheets that help to achieve department goals. ● Turn various sources of data points into easy-to-read reports and charts. ● Support research and gather sources for various technologies, frameworks, and solutions to Engineering problems as needed. ● Plan/Schedule company and project-level meetings and appointments. ● Assist with recruitment, hiring, and onboarding of new hires. 	Palo Alto, CA (Remote)
Feb 2011 – Sept 2016	Technical Writer Sony Electronics, Inc. (Outsourced) electronics.sony.com <ul style="list-style-type: none"> ● Analyze existing and potential content, focusing on reuse and single-sourcing opportunities. ● Create and maintain the information architecture. ● Write easy-to-understand user interface text, online help, and developer guides. ● Produce tutorials to help end-users use a variety of consumer electronics products. 	San Diego, CA (Office-based)
Aug 2007 – Feb 2011	Customer Service Expert Sony Electronics, Inc. (Outsourced) electronics.sony.com <ul style="list-style-type: none"> ● Prepare for customer inquiries by studying products, services, and customer service processes. ● Respond to customer inquiries by understanding and reviewing situations, gathering, researching, assembling, and forwarding information. ● Record customer inquiries by documenting inquiries and responses in customers' accounts. 	San Diego, CA (Office-based)

EDUCATION

University of Santo Tomas
Bachelor of Arts in Journalism
June 2002 – March 2006

Manila, PH

TOOLS AND TECH

- Google Workspace, Microsoft 365
- Jira, Asana, Trello, ClickUp
- Confluence, Notion, Coda
- Slack, Zoom, Skype, Viber, WhatsApp
- Adobe Photoshop, Adobe Lightroom, Canva
- Hootsuite, Buffer, Later
- MailChimp, SendGrid, Active Campaign

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- WordPress, WooCommerce
 - LastPass, Dashlane

REFERENCES

Nick Allen from **R-Zero Systems, Inc.**

VP, Software Engineering

Contact details available upon request

Ben Jacobs from **HappyTeams**

COO & Co-Founder

Contact details available upon request

Luke Humble from **Made Neat**

Owner and Managing Director

Contact details available upon request