



ATHENA JANE MARASIGAN

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Introduction

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ABOUT ME

- A highly motivated and detail-oriented Virtual Assistant with a strong background in customer service and education. I bring excellent communication skills, adaptability, and a commitment to delivering high-quality support to clients. With experience in handling customer inquiries, managing tasks efficiently, and teaching diverse learners, I am equipped to provide reliable administrative and virtual assistance services.

KEY SKILLS

- Strong Communication Skills
 - Customer Service Excellence
 - Problem-Solving & Critical Thinking
 - Time Management & Organization
 - Adaptability & Multitasking
 - Attention to Detail
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WORK EXPERIENCE



2026

2025

2023

Customer Service Representative iQor Philippines – Dasmariñas

- Handled inbound customer inquiries and resolved concerns efficiently
- Assisted customers with billing, account, and service-related issues
- Maintained high customer satisfaction through clear communication
- Documented interactions using CRM tools

ESL Teacher AIAP

- Taught English to Japanese students of different proficiency levels
- Conducted one-on-one and group classes
- Created lesson plans focused on communication skills

Private Reading Tutor (ONLINE)

- Assisted students with dyslexia in improving reading skills
- Developed personalized learning strategies
- Monitored and tracked student progress

Sample Customer Support Interaction

- Assisted customers with billing concerns via calls.
- Resolved issues efficiently while maintaining a positive tone
- Achieved high customer satisfaction through empathy and clarity

Sample Data Entry & Organization

- Created and maintained organized spreadsheets using Google Sheets
- Input and updated customer data with accuracy and attention to detail
- Ensured proper file naming and folder organization

Sample Online Teaching / Virtual Assistance Task

- Conducted virtual sessions using Zoom
- Prepared lesson materials using Google Docs and Slides
- Managed schedules and student progress tracking





Educational Background



Bachelor of Secondary
Education Major in English

City College of Tagaytay (2025)



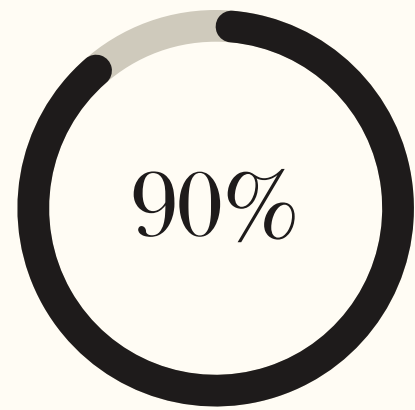
Senior High School (Accountancy
Business and Management, With
Highest Honor)

Olivarez College Tagaytay (2021)



WHY HIRE ME?

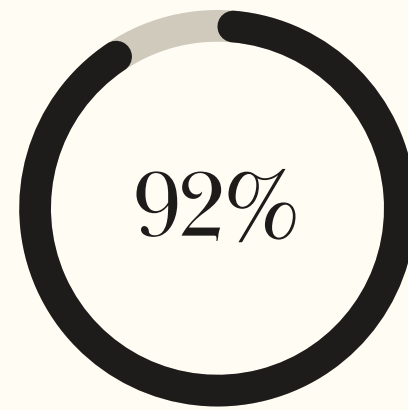
- Proven experience in customer service and communication
- Strong organizational and multitasking skills
- Reliable, hardworking, and quick to learn
- Committed to delivering high-quality results



Graphic Design



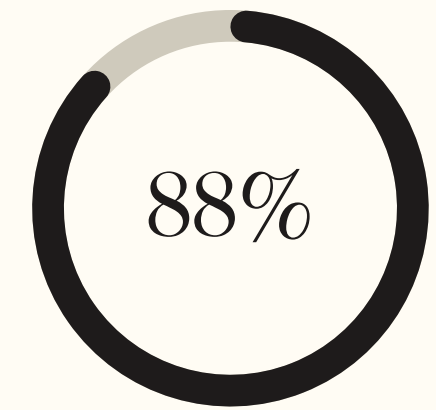
Communication Skills



Customer Support



Social Media Management



Technical Proficiency



Let's Work Together

I am ready to support your business and help you stay organized and productive. Let's connect and discuss how I can assist you!

