

ALMA MANALO

Experienced Virtual Administrative Assistant and Customer Support Professional with over 20 years of experience in technical support, customer service, administration, and team leadership. Possess excellent English communication skills, both written and verbal, gained through years of working with international clients and English language education. Proven ability to work independently in a remote environment while collaborating effectively with cross-functional teams. Dedicated to delivering exceptional customer experiences through professionalism, empathy, and efficient problem-solving.

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Professional Skills

- Excellent verbal and written English communication
- Customer Service Excellence
- Customer Complaint Resolution
- Active Listening
- Technical Troubleshooting
- Team Collaboration
- Conflict Resolution
- Administrative Support
- Time Management
- Multitasking
- Adaptability
- Problem Solving
- Data Accuracy
- Relationship Building

Education

Bachelor of Science in Computer Science

Central Colleges of the Philippines
1994 - 1999

Professional Experience

2011 – 2026

General Manager / ESL COMPANY

YBM Engloo Learning Center | Pasig City PH 1605

- Led daily operations while ensuring high-quality customer service for students, parents, and corporate clients.
- Managed and coached teams to achieve performance and customer satisfaction goals.
- Resolved customer concerns promptly, improving client retention and long-term relationships.
- Developed employee training programs focused on communication, teamwork, and service excellence.
- Coordinated schedules and workforce planning to meet operational demands.
- Conducted recruitment, onboarding, and performance evaluations.
- Created over 50 English learning and reading comprehension materials for students.

2009 – 2011

Technical Support Agent

TELUS Phils. | Taguig City PH 1634

- Delivered technical support to customers through phone, email, and chat using excellent English communication skills.
- Resolved hardware, software, and connectivity issues while maintaining high customer satisfaction.
- Guided customers through troubleshooting procedures with patience and professionalism.
- Documented customer interactions accurately and ensured timely ticket resolution.
- Collaborated with internal teams to resolve complex technical issues efficiently.

Key Qualifications

- Over 20 years of customer service, technical support, and administrative experience
- Excellent spoken and written English
- Extensive experience assisting international clients
- Strong interpersonal and customer-handling skills
- Proven team leader and collaborative team member
- Experienced in remote work tools and online communication
- Highly organized, dependable, and detail-oriented

Remote Work Readiness

- Reliable high-speed internet connection
- Dedicated home office workspace
- Desktop/Laptop computer
- Noise-cancelling headset
- Proficient in Zoom, Google Meet, Microsoft Teams
- Comfortable working independently with minimal supervision

2004 – 2009

English Academy Tutor/Head Teacher

Korean Presbyterian Mission | Parañaques City PH 1720

- Supervised and mentored teachers to maintain high instructional standards.
- Collaborated with school administrators and parents to support student success.
- Conducted staff training and coaching sessions.
- Managed teacher recruitment, onboarding, and scheduling.
- Built positive relationships with students, parents, and faculty.

2002 – 2004

Flight Schedule Technical Support

People Support | Taguig City PH 1634

- Supported flight schedule management, including updates due to changes, delays, and operational constraints.
- Tracked schedule changes, deadlines, and documentation with high accuracy.
- Generated scheduling reports to support operational decision-making.

1999 – 2002

Data Entry Clerk

Carlos Publishing | Pasig City PH 1600

- Entered, verified, and maintained data records accurately.
- Organized files and tracked document delivery timelines.
- Ensured confidentiality and adherence to data quality standards.

References

Luz Angela Cantal

YBM Engloo Learning Center / HR

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