

# FARRAH CHARISSE SIBBALUCA

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## PROFESSIONAL SUMMARY

Detail-oriented Scheduling and Administrative Assistant with strong customer service background and organizational skills. With one year of experience in customer support and administrative coordination, skilled in handling inquiries, scheduling tasks, maintaining records, and communicating with clients and internal teams. Proficient in Microsoft Office, Google Workspace, and remote collaboration tools to support daily operations.

## EDUCATION

### Cagayan State University

June 2025

Bachelor of Secondary Education Major in English, Cum Laude

**Related Coursework:** Educational Technology, ICT / Computer Literacy, Professional Communication, Research and Technical Writing, Public Speaking, English for Academic and Professional Purposes, Translation and Editing

**GPA:** 1.5

## SKILLS / TOOLS

- **Administrative & Scheduling Skills:** Calendar and schedule coordination, Records and file management, Document preparation and organization, Task tracking and follow-ups, Data entry and documentation, Customer Service & Communication
- **Email and inquiry handling:** Professional written and verbal communication, Clear coordination between teams, Problem-solving and follow-through, Client support and assistance
- **Technical Skills:** Microsoft Word, Excel, PowerPoint, Google Docs, Sheets, Drive, Calendar, Slack, MS Teams, Notion, Canva
- **Soft Skills:** Time management, Attention to detail, Adaptability, Team collaboration, Multitasking

## CERTIFICATIONS / TRAININGS

- Google Workspace Productivity Tools – Self-study (Docs, Sheets, Drive, Calendar)
- Canva for Beginners – Self-study (Design and Content Creation)
- Microsoft Office Suite – University Coursework (Word, Excel, PowerPoint)
- Communication and Presentation Skills – Academic Training

## EXPERIENCE

### Customer Service Representative – Alorica

2023 - 2024

#### One (1) year

- Handled customer inquiries via phone, email, and chat
- Scheduled service requests and follow-ups
- Resolved issues by following account and company procedures
- Maintained accurate customer records and documentation
- Communicated professionally with internal departments
- Met productivity and quality targets consistently

### Administrative Intern – Cagayan National High School

Sep 2024 - March 2025

#### Six (6) months

- Assisted in schedule coordination and daily task management
- Organized and maintained records and files
- Prepared documents and reports using MS Office and Google Workspace
- Provided support to teachers and staff
- Ensured accuracy of documentation and proper file management

**Availability:** Full time | Remote