Hazel Ann Nolos

+63 9913204869 • hazelnolos15@gmail.com • LinkedIn

OBJECTIVE

To leverage my accumulated years of experience in customer service, onboarding, tech support, content moderation and virtual assistance to enhance organizational efficiency and innovation. Aiming to contribute strategic insights and process optimization skills to a dynamic team, fostering both business growth and personal development.

CORE COMPETENCIES

- High Level Virtual Assistance
- Customer Support
- Calendar, Inbox & Travel Management
- Process Streamlining
- Onboarding
- Project Management
- Proposal Creation
- Tech Support
- Content & Graphic Design

TOOLS PROFICIENCY

- Google Workspace
- Microsoft Products
- Zoom
- Zendesk
- Okta
- Oracle
- Slack
- Loom
- Notion
- Canva
- Capcut
- ChatGPT
- Gemini
- Workspace
- Monday.com
- WordPress

EXPERIENCE

TRANSPERFECT   **Metro Cebu, PH**

Data Contributor   *June 2024 – July 2024*

- Collected corporate emails received from businesses and organizations to help improve anti-spam and email filtering technology.
- Contributed in sending transactional and time-sensitive emails.

TASKUS   **Batangas City, PH**

Content Moderator   *April 2024 – June 2024*

- Reviewed and monitored user-generated content to ensure compliance with community guidelines and policies.

- Removed offensive, inappropriate content, and flagged potential rule violations.

- Acted as a Subject Matter Expert (SME) and assisted trainees before they are transitioned to production.

ALORICA   **Lipa City, PH**

Customer Service Representative/ Onboarding Specialist   *July 2020 – March 2024*

- Resolved customer service and billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.

- Addressed product and service-related questions, and maintaining detailed records of customer interactions.

- Acted as a Subject Matter Expert (SME) and assisted trainees before they are transitioned to production.

- Took part in the onboarding process for new applicants, ensuring they met the necessary requirements and were properly prepared for their roles.

- Managed a high volume of tickets and emails containing applicants inquiries and follow-ups.

- Handled high volume of inbound and outbound calls.

- Consistently received "Rank 1" in Agent Level with 108.11% passed KPI and more than 2000 ticket contributions every month.

EDUCATION

UNIVERSITY OF BATANGAS
Bachelor of Science in Industrial Engineering
2021 – 2024 (Undergraduate)

LCC Silvercrest Senior High School
Science, Technology, Engineering and Mathematics
With Honors (General Average: 95%)
2018 – 2020

Lumbang Integrated National High School
Junior High School
With Honors (General Average: 95%)
2014 – 2018