



SHAIRA DENISE SILAGAN

About Me

To provide efficient and dependable virtual assistance that enhances client productivity streamlines operations and supports business growth.

Contact

 +63 976 320 2863

 shrdns04@gmail.com

 Manila, Philippines 1600

Skills

- Email & document management
- Scheduling & coordination
- Customer support (voice & non-voice)
- Administrative assistance
- Attention to detail
- Communication skills
- Data entry Management
- Basic Graphic Editing (Canva)
- Research & Data Gathering
- Basic Copywriting & Proofreading

Tools

Google Workspace



Work Experience

CUSTOMER SERVICE REPRESENTATIVE

Concentrix (2024 - 2025)

- Provided professional support to health insurance members by handling calls, emails, and documentation with accuracy and efficiency
- Managed non-voice tasks including drafting letters, composing emails, and assisting with team administrative needs
- Coordinated with multiple departments, demonstrating strong organizational and multitasking skills
- Recognized with awards for Highest Customer Satisfaction and Outstanding Quality

SERVICE CREW

McDonalds (2021 - 2024)

- Delivered excellent customer service in a high-pressure environment, ensuring accuracy and attention to detail
- Maintained strong time management and organizational skills while handling multiple tasks
- Awarded Employee of the Month for reliability, dedication, and consistent performance.

TUTOR

Freelance

- Designed and delivered personalized lesson plans for Grade 2 students in reading
- Used multiple teaching tools and adapted to different learning styles, improving communication and problem-solving skills

Educational Background

PAMANTASAN NG LUNGSOD NG PASIG

2021 - 2025

Bachelor of Secondary Education
Major in Mathematics