

# AHMIDAH ASGAR H. AHMAD

277 Arellano Street  
Caridad, Cavite City  
4100 Cavite, Philippines

Mobile No.: 0977 464 4514  
Gmail: [mimidton@gmail.com](mailto:mimidton@gmail.com)  
Facebook Account: [me.miedah@gmail.com](https://www.facebook.com/me.miedah@gmail.com)



---

## OBJECTIVE

To obtain a position as **Virtual Assistant** in your respected company, I can guarantee my full contributions in your good office. My educational background, achievements and employment experiences can be considered and potential in the position which you are seeking placement.

---

## SKILLS

- Oracle, Ambrosia, PIVT, GUTS, Workday, SAP, Slacks, Icare, Spark, Salesforce, Cisco, Canva, Trello etc.
- Proficient in Microsoft office applications (Word, Excel, PowerPoint, Outlook, V-Lookup, Pivot, Formulas, etc.)
- Proficient in Computer skills related to secretarial work
- Excellent in keyboard and typing skills
- Independent worker with strong communication and interpersonal skills
- Friendly, cooperative and collaborative and great capacity for learning new things
- Ability to handle several situations at once with an assurance
- Ability to plan, organize tasks, facilitate, and evolve
- Ability to manage time, schedules and rules
- College degree, NCII Holders, Vocational Courses and Trainings.

---

## TRAININGS

- ❖ **Blockchain 101 Webinar**  
Venue : Zoom Video Communications and Facebook LIVE, organized by Department of Information and Communications Technology  
Duration : 4 Hours  
Date : January 23, 2022
- ❖ **Redefining the Education Research Agenda** with Sheryl Lyn C. Monterola, PhD  
Venue : Series of Live Webinars, College of Education, University of the Philippines-Diliman  
Duration : 1 Hour  
Date : August 4, 2020

❖ **Managing Children with Learning Disabilities**

Venue : Live Webinar, organized by Department of Special Education, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, Tamil Nadu, India  
Duration : 8 hours  
Date : July 18, 2020

❖ **Home-based Learning for Young Children** with Ana Maria Margarita S. Salvador, MA

Dev't. Psych. and Maria Hazelle R. Preclaro-Ongtengco, MAEd  
Venue : Series of Live Webinars, College of Education, University of the Philippines-Diliman  
Duration : 1 hour  
Date : July 17, 2020

❖ **Using High Technologies for Remote Learning** with Jon Paul F. Maligalig, MS

Venue : Series of Live Webinars, College of Education, University of the Philippines-Diliman  
Duration : 1 Hour  
Date : July 14, 2020

❖ **New Hire Integration Program**

Venue : 8F Commerce and Industry Plaza, 1030 Campus Avenue Cor. Park Avenue, McKinley Hill Town Center, Fort Bonifacio, 1634 Taguig City Philippines  
Duration : 6 Months  
Date : October 2017- March 2018

❖ **Office Application Training**

Venue : Technical Education and Skills Development Authority, Lanao del Sur, Marawi City Office, Philippines  
Duration : 80 Hours  
Date : June 19, 2016-July 19, 2016

---

**VOCATIONAL COURSES**

---

❖ **American English proficiency program**

Venue : Marawi Foundation Academy-ASIAM, Philippines  
Duration : 3 Months  
Date : July 2016-September 2016

---

**EDUCATION**

---

❖ **Bachelor of Secondary Education Major in Technology and Livelihood Education (TLE)**

Mindanao State University-Main Campus  
Marawi City, Philippines  
April 14, 2015

---

## SCHOLASTIC ACHIEVEMENTS

---

1. **Best Thesis Awardee-** College of Education, MSU-Main, Marawi City, Philippines 2015
2. **Department Organization Service Awardee (Circle of Home Economists)-** College of Education, MSU-Main, Marawi City, Philippines 2015
3. **College Quizzer Awardee-** College of Education, MSU-Main, Marawi City, Philippines 2015
4. **Athlete of the Year awardee-** College of Education, MSU-Main, Marawi City, Philippines 2015

---

## PROFESSIONAL EXPERIENCES

---

- Position : **Customer Care Specialist (Finance Collection Services)-SPRINT Account (Work From Home)**  
Company Name : **Valor Global Inc.,** 4F Three West Campus, Le Grand Ave, Mckinley West, Taguig, 1630 Metro Manila  
Duration : July 2020 – May 2021 (11 Months)

### **Customer Care Specialist | Duties and Responsibilities**

- Ensure to provide excellent customer service through phone, e-mail, chat, etc. in a timely and accurate manner.
- Identifying customer needs and helping customers use specific features.
- Ensure customer satisfaction by meeting customer needs in a courteous and timely manner.
- Track, follow-up and resolve customer's outstanding issues in a timely fashion.
- Conduct customer surveys about the company's service so as to obtain feedback.
- Communicate customer feedback to technical and marketing teams in order to develop processes for better serving customers.
- Maintain weekly reports on customer inquiries, responses and feedback so as to develop customer service analytics and trends.

- Position : **Onboarding Coordinator (3 Months Project Base-Work From Home)**  
Company Name : **Grab Philippines Inc.,** IT Hub, 2251 Chino Roces Ave Cor, Epifanio de los Santos Ave, Makati, 1233  
Duration : July 2020 – October 2020 (3 Months)

### **Onboarding Coordinator | Duties and Responsibilities**

- Manage and review enrollments received by the Provider Sales team, for program compliance and data accuracy.
- Go-to contact for program specific sell-in requirements and installation logistics.
- Responsible for data accuracy within the internal database.
- Serve as the liaison between the Installation Vendors and Customers through the installation process.
- Interact with Customers to provide information in response to inquiries and concerns about PatientPoint solutions and services.

- Position : **Finance and Admin Business Analyst / Vendor Master Data (Payment Processor Team & Supplier Operation Team) 8 Months Contract**  
Company Name : **IBM Business Services, Inc.,** 25<sup>th</sup> Floor Net Lima Building, 5<sup>th</sup> Avenue cor 26<sup>th</sup> Street, BGC, Taguig City.  
Duration : June 2018 – January 2019 (8 Months)

### **F&A / Vendor Master data | Duties and Responsibilities**

- Coordinates day-to-day workload, processes timely and accurately routine

- Deliver of high quality, customer oriented service to external and internal clients
- Experience in several main activities and working knowledge of interrelated activities and awareness of department activities
- Exchange general business, customer technical information
- Seek or gives explanations and verifies comprehension
- Use special tools, techniques to identify, understand, and resolve various job-related problems
- Responsible of variety of tasks within well established procedures
- Accountable for individual results and for the impact of the results on the team and on interrelated activities.

Ensures accurate and timely registration of suppliers in the corresponding entity and assists on all requests relating to changes in banking set-up

Communicate with supplier or employee contact for issues on banking information (Difference of bank detail in site and invoice copy)

Resolve with bank, supplier or employee contact any payment that is returned or rejected due to banking issues

Assist invoice process for any invoice routed to queue to absence of supplier registration

Recommends process improvements to streamline the current workflow

Other tasks may be assigned by the AP Team Lead or Manager.

- Position : **Research Analyst (Concordance – Global Entities)**  
Company Name: **FactSet Philippines, Inc.**, 8F Commerce and Industry Plaza, 1030 Campus Avenue Cor. Park Avenue, McKinley Hill Town Center, Fort Bonifacio, 1634 Taguig City Philippines  
Duration : October 2017 – March 2018 (6 Months)

### **Research Analyst | Duties and Responsibilities**

- Attend internal department training
- Performs responsibilities associated with content quality
- Completes client queries
- Troubleshooting and resolving issues/failures
- Understands escalation protocols for extraordinary issues

- Position : **Data Administrator (Project-Based)**  
Company Name : **Mindanao Youth Development-Education Development Center**, City Hall Office, Marawi City, Philippines  
Duration : March 2016 – May 2016 (3 Months)

### **Data Administrator | Duties and Responsibilities**

- Capacity planning
- Helping with database design and development
- Writing reports, documentation and operating manuals
- Mapping out the conceptual design for a planned database
- Writing database documentation, including data standards, procedures and definitions for the data dictionary (metadata)
- Monitor database performance, implement changes and apply new patches and versions when required.

- Position : **Community Organizer**  
Company Name : **United Youth for Peace and Development Relief Assistance Network and Organization, Inc.**, Barangay Cadayonan II, Prep Marawi City, Philippines  
Duration : May 2014 – June 2015 (1 year & 2 Months)

## Community Organizer | Duties and Responsibilities

- Actively participate in a collaborative process for addressing current issues and public safety. Assist with volunteer recruitment, organizing and other leadership development
- Advocate for the best interests with regards to the participants
- Build knowledge of appropriate community services and resources to make appropriate referrals for residents
- Contribute to maintenance such as calendar of events, organizational databases, and all Records, community stakeholders, and funders.
- Position : **Intern Teacher**  
Company Name : **MSU-Integrated Laboratory School Inc.**, Marawi City, Philippines  
Duration : October 2013 – March 2014 (6 Months)

## Intern Teacher | Duties and Responsibilities

- Prepare lessons thoroughly
- Deliver lessons alone
- Maintain discipline according to school policies
- Assign homework and attend meetings
- Mark homework and offer tutoring if necessary
- Assist with testing the students under the guidance and supervision of the academic directors
- Record test results and homework
- Keep records of lessons taught
- Take part in school activities as requested (such as English, sports or music clubs)
- Attend school social events if requested.

---

## SEMINARS ATTENDED

- ❖ **Seminar on Lecture Series 1 in undergraduate research on the topic "Research Methodology with data Analysis and Interpretation.**  
Venue : Amphitheater, College of Law, Philippines  
Date : December 17, 2014
- ❖ **Seminar on 3-Day Youth leaders Training:** Environmental Governance Training for Maranaw Youth Leaders within Lake Lanao Watershed Reservation  
Venue : Crystal Inn, Iligan City, Philippines  
Date : June 13-15, 2015

---

## PERSONAL DETAILS

Age : 32  
Gender : Female  
Civil Status : Single  
Nationality : Filipino  
Religion : Islam  
Languages : English, Tagalog & Slight Arabic

I hereby certify that the above information is true and correct to the best of my knowledge and belief.

**AHMIDAH ASGAR H. AHMAD**