



# NICALAER MALOLOS

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Email Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Calendar Management
- Customer Service

## TOOLS

Salesforce  
Tebra  
Microsoft Office  
Gsuite  
Canva

## PERSONAL PROFILE

Detail-oriented **Virtual Assistant** with 4 years of diverse experience, skilled in providing comprehensive support across various tasks. A tech-savvy problem solver who excels in both team settings and independent roles, dedicated to enhancing productivity and delivering reliable results..

## WORK EXPERIENCE

### HEALTHCARE VIRTUAL ASSISTANT

#### Hello Rache | 2023 - 2024

- Front Desk Manager
- Coordinating appointment bookings and confirmations for healthcare providers.

### CUSTOMER SERVICE SUPPORT

#### Task Us | 2021 - 2023

- Team Management
- Email Management
- Solve escalated cases

#### Engoo Bibo Global | 2019 - 2021

- Teaching English as a foreign language
- Creating or adapting curriculum materials to meet the needs of students.
- Incorporating cultural elements into lessons to help students understand context and usage.

## EDUCATION HISTORY

### Batangas State University

- Bachelor of Science in Psychology, 2019
- Certified Applied Behavioral Analysis Therapist, 2021