Leamae J. Bitauag

San Jose del Monte City, Bulacan, Philippines

PROFESSIONAL SUMMARY

To obtain a position as a Customer Service Representative, Virtual Assistant, or Administrative Assistant where I can apply my experience in customer service, online retail management, and administrative support. Skilled in handling client inquiries, processing orders, maintaining records, and supporting project and quality tasks. Organized, hardworking, and eager to contribute to a team while delivering accurate and efficient service.

KEY SKILLS

- Customer Service & Complaint Resolution
- Administrative & Clerical Support
- Email & File Management
- Google Workspace (Docs, Sheets, Gmail, Drive)
- Microsoft Word, PowerPoint
- Canva & Basic Image Editing Support
- Website & Game Testing
- Task Verification & Quality Checking
- Translation & Language Coordination
- Social Media Management & Online Selling

PROFESSIONAL EXPERIENCE

Marketing Project Team Associate

Freelance at Condor Gaming Company | Dec 03,2025 – May 12,2026

- Edited and enhanced images to improve quality for casino-related websites
- Participated in game testing and website testing to ensure proper functionality
- Verified if tasks, updates, and features were properly implemented or deployed
- Assisted with translation tasks for different languages and localized content
- Performed basic administrative and documentation tasks
- Worked collaboratively with project teams to maintain quality standards and meet deadlines

Online Product Retail – Self-Employed

San Jose del Monte | 2023 – 2024

- Managed social media and online platforms to promote products
- Handled customer inquiries, processed orders, and maintained communication with clients
- Tracked inventory and maintained simple sales records
- Balanced business operations while maintaining strong customer satisfaction

Administrative Assistant (Project-Based)

LKY Group of Companies – Ermita, Manila | Aug 2020 – Mar 2021

- Maintained organized digital and physical files
- Managed emails, contact lists, and inventory logs
- Greeted visitors and responded to customer inquiries
- Assisted in monitoring construction materials and deliveries

Customer Service Representative – Nonpay Collections

TSD Global – McKinley Hill, Taguig City | Aug 2015 – Sep 2017

- Collected payments for radio services and updated customer records
- Provided professional customer support and issue resolution
- Ensured customer satisfaction through clear and helpful communication
- Worked collaboratively with the team to meet performance targets

TECH PROFICIENCY

- Productivity & Admin: Google Workspace (Docs, Sheets, Slides, Drive, Calendar)
- Communication: Zoom, Google Meet, Whatsapp, Teams
- Design & Content: Canva, CapCut
- Social Media Platforms (for marketing and selling)
- Email Management : Gmail, Outlook

EDUCATION

Bachelor of Science in Information Technology
Cagayan State University of Aparri | Aparri, Cagayan, Philippines | 2014-2015

REMOTE WORK READINESS

Internet: Primary: Fiberniwan 100 Mbps | Backup: Smart 5G mobile hotspot]
Equipment: Personal Computer | Noise-cancelling headset | HD webcam]
Workspace: Dedicated home office | Quiet environment |
Availability: Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones]
LANGUAGES
English: Proficient
Filipino: Native / Fluent