MOHAMMAD MOHAMMAD

Zamboanga City, Philippines

SUMMARY

I have experience working as an administrative assistant and a purchasing assistant, where I developed strong organizational and multitasking skills. My responsibilities included managing and organizing files, tracking and reporting expenses, coordinating schedules, and supporting daily office operations. I also handled email and calendar management, ensuring smooth communication and workflow within the team.
Through my experience, I have built a solid foundation in administrative support, attention to detail, and time management. I am now focused on growing my career as a virtual assistant, where I can apply my skills to help businesses stay organized, efficient, and productive.

WORK EXPERIENCE

Administrative Assistant
August 2025 - November 2025

HJJ Service Corporation - US Client - Hybrid Work Setup - Full-Time

- Managed and organized company files using Google Drive and Microsoft Excel for accurate record-keeping
- Handled email and calendar management through Gmail and Google Calendar, ensuring timely scheduling of meetings and appointments
- Prepared reports and tracked data using Microsoft Excel and Google Sheets
- Conducted virtual meetings and coordination via Zoom and Google Meet
- Collaborated with team members using Slack / Microsoft Teams to maintain smooth communication
- Performed general administrative tasks to support daily operations efficiently.

Purchasing Assistant
May 2025 - August 2025

HJJ Service Corporation - US Client - Hybrid Work Setup - Full-Time

- Processed and monitored purchase orders using Microsoft Excel and internal tracking systems
- Communicated with suppliers through Email (Gmail/Outlook) to confirm orders and delivery schedules
- Maintained accurate procurement records using Google Sheets and Excel
- Tracked inventory and updated reports to ensure timely restocking
- Coordinated with internal teams using Slack / Microsoft Teams for order updates and follow-ups.

Appointment Setter
October 2024 - March 2025

Vintazk Outsourcing - US Client - Onsite - Full-Time

- Calling dental offices across the U.S. to schedule appointments
- Collaborating with our Business Development team to coordinate schedules
- Handling warm transfers when needed
- Meticulously logging all call notes and updates
- Tools Used: HubSpot CRM, Zoho CRM, Salesforce, Calendly, Google Calendar, Microsoft Outlook, Gmail, Slack, Zoom, and Asana.

Reporting and Data Analyst
August 2023 - October 2024

Vintazk Outsourcing - US Client - Onsite - Full-Time

- Collected, organized, and analyzed operational data to produce accurate reports and interactive dashboards for management.
- Managed CRM activities, including client records, interaction tracking, and report generation.
- Streamlined reporting processes and optimized team workflows using productivity tools.
- Collaborated with teams to provide actionable insights, identify trends, and support decision-making.
- Tools and CRM: Microsoft Excel, Google Sheets, Power BI, HubSpot, Zoho CRM, SQL, Trello, Asana, Zendesk, Microsoft Teams, Slack, and internal reporting systems.

Email Support Specialist
November 2021 - August 2023

Vintazk Outsourcing - US Client - Onsite - Full-Time

- Managed inbound and outbound email communications, resolving client inquiries and complaints.
- Tracked and documented interactions using CRM and ticketing systems.
- Collaborated with internal teams to improve support processes and client satisfaction.
- Tools Used: Zendesk, Microsoft Outlook, Gmail, and Slack.

WORK EXPERIENCE

Business Secretary *October 2021 - December 2021*

Dalong Medical Equipment and Supplies - Onsite - Full-Time

- Managed documents, scheduling, and business correspondence.
- Assisted with client inquiries, orders, and supplier coordination.
- Tools Used: Microsoft Office, Canva, and Google Workspace.

LinkedIn DM Setter *September 2021 - October 2021*

Global Financial Impact - US Client - Remote - Part-Time

- Conducted LinkedIn outreach to generate leads and set appointments.
- Engaged prospects, handled follow-ups, and updated CRM records.
- Tools Used: LinkedIn, Google Sheets, Calendly, and Canva.

Customer Service Representative (Banking Account – SunTrust) *August 2020 - August 2021*

Teleperformance Philippines - US Client - Onsite - Full-Time

- Handled inbound customer inquiries for SunTrust, including billing concerns, account transactions, and online banking support.
- Assisted with fraud-related issues, disputes, and unauthorized transactions, ensuring proper escalation and resolution.
- Verified customer identity and maintained strict compliance with banking security and data protection protocols.
- Delivered accurate resolutions while maintaining high customer satisfaction and service quality standards.
- Tools Used: banking platforms and Microsoft Office.

Customer Service Advocate (Billing & Cost Reduction) *June 2020 - August 2020*

Cebu Tele-net Philippines Corporation - US Client - Onsite - Full-Time

- Negotiated with internet service providers on behalf of clients to lower monthly bills.
- Reviewed accounts to identify cost-saving opportunities and optimize expenses.
- Documented interactions and maintained accurate client records.
- Tools Used: billing platforms, Microsoft Excel, Google Sheets, call systems.

Service Crew (Dining Station) *February 2019 - February 2020*

Jollibee Foods Corporation - Onsite - Full-Time

- Maintained cleanliness and organization of the dining area.
- Assisted customers and responded to requests promptly.
- Supported team operations to ensure efficient service.
- Tools Used: Cleaning equipment, sanitation supplies.

EDUCATION

Bachelor of Science in New Media and Computer Animation (BSNMCA) *June 2012 - June 2015*

College of Science, Information Technology, and Engineering | Ateneo De Zamboanga University (ADZU)

- Undergrad 3 year

High School (Old Curriculum) *June 2010 - April 2012*

Immaculate Conception Archdiocesan School Tetuan (ICAS)

LANGUAGE

- Arabic (Basic)
- English (Fluent)
- Filipino (Fluent)

SKILLS

Customer Service & Client Communication	• Inbound & Outbound Call Handling • Email, Chat, and Ticket Support • Empathetic & Active Listening	• Conflict Resolution & De-escalation • First Call Resolution (FCR) • Clear Verbal & Written Communication
Remote Work & Time Management	• Self-Motivation & Productivity • Multitasking Across Projects • Meeting Deadlines Without Supervision • Time Blocking & Task Prioritization • Managing Overlapping Roles Efficiently	
Technical & Tools Proficiency	• CRM Systems (Zendesk, HubSpot, Zoho, Salesforce) • Email & ticketing Systems • Order Management & Refund Platforms • Microsoft Office, Google Workspace • Trello, Calendly, Power BI • Microsoft Excel, Google Sheets	• Notion • Monday.com • Asana • Ringcentral • Zoom • Slacks • Microsoft Teams • Canva
Administrative Support Skills	• CRM Management (HubSpot, Zoho CRM) • Client Record Management & Updates • Calendar & Email Management • Document & File Organization • Expense Tracking & Report Support • Workflow & Process Optimization	

CERTIFICATION, TRAINING & AWARDS

Executive Assistant Training — *ProVA PH | July 19-20, 2025*

- Completed training in email management, calendar management, and task organization
- Developed skills in client handling and productivity tools

General Virtual Assistant Training — *ProVA PH | May 10, 2025*

- Completed training in virtual assistance and freelancing basics
- Learned administrative support, communication, and online tools

Certificate of Appreciation – Purchasing Team — *Federal Prime Supplies Outsourcing Inc. | 2025*

- Recognized for teamwork, efficiency, and contribution to operations

RDOT Master of the Year – 2022 — *Vintazk Outsourcing | December 11, 2022*

- Recognized for outstanding performance, teamwork, and contribution to company operations.

Vintazk Training Program – Certificate of Participation — *Vintazk Outsourcing | December 18, 2021*

- Completed internal training focused on operations, communication, and professional development.

Call Center Training Certificate (Graduation) — *Teleperformance / CDS Global | October 10, 2020*

- Completed training on customer service, communication skills, and call handling
- Gained experience in professional communication and client support

Leadership Training Participation - Young Entrepreneurs Society — *STI Zamboanga| September 21, 2018*

- Participated in joint leadership training sessions
- Developed teamwork, leadership, and organizational skills

Leadership Training Certificate — *STI Zamboanga| September 23, 2015*

- Completed 3-Day LEAD Intensive (Leading in Excellence to Achieve Development)
- Focused on leadership, teamwork, and personal development