



JOANNE MANLANGIT LANOJAN

VIRTUAL ASSISTANT

 IZamboanga Sibugay, Philippines

 09752601161

 jlanojan.vra@gmail.com

EXPERIENCE

Customer Service Representative

OP360 Company | Aug 2020 - Dec 2024

- Managed online proctoring sessions for high-stakes exams, ensuring smooth operation and adherence to guidelines.
- Handled escalations, resolved customer inquiries, and provided accurate, timely responses.
- Collaborated with cross-functional teams to ensure compliance with company policies and improve operational processes.

English Tutor

ABCPANDA
Feb 2020 - May 2020

- Delivered online English lessons to students, focusing on enhancing communication skills and improving language proficiency.
- Utilized student-centered learning approaches to meet diverse learning needs and foster academic growth.

EDUCATION

Bachelor in Secondary Education, Major in Biology

Mindanao State University | 2015

Master of Arts in Education, Major in Science

Saint Columban College | 2019

SKILLS

Social Media Management
Graphic Design
Organizational Skills
Calendar and Email Management
Customer Service
Transaction Coordination
Data Entry

REFERENCE

Gracefheline Javien

Team Leader | OP360 Company

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