



Dianne Aliza Peñaranda

VIRTUAL ASSISTANT/HEALTHCARE
ADMINISTRATIVE SUPPORT/DATA AND
DOCUMENTATION SPECIALIST



EDUCATION



BOHOL ISLAND STATE UNIVERSITY

BS in Psychology

Bohol, Philippines| June 2024

EXECUTIVE SUMMARY

Experienced professional with a background in customer service, ESL teaching, and human resources, bringing strong capabilities in communication, administrative support, and client coordination. Skilled in managing customer inquiries, supporting HR operations, and delivering structured training in fast-paced, detail-oriented environments. Proficient in CRM systems, data entry, and Google Workspace, with a strong emphasis on accuracy, organization, and efficiency. Highly motivated, adaptable, and eager to learn, with a strong commitment to continuous development and confidence in the ability to excel as a Virtual Assistant in a remote work setting.



SKILLS AND EXPERTISE

- E-mail handling and Email inbox optimization
- Calendar & Meeting Scheduling
- Research, Data Collection and Data Entry
- SMM (scheduling posts)
- Website post management
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- MS Office (Word, Excel, PowerPoint, Outlook), and other administrative support.

CONTACT ME AT:



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+639 504 395 571



Address: Basdio, Loon, Bohol

KEY SKILLS

Customer Communication (Phone Support) | CRM Management | Data Entry & Record Keeping | Email Handling & Documentation | Administrative Support | Google Workspace (Docs, Sheets, Gmail) | Lesson Planning & Content Preparation | Training & Onboarding Support | Scheduling & Coordination | Time Management | Problem-Solving | Attention to Detail



PROFESSIONAL EXPERIENCE

ENGLISH AS A SECOND LANGUAGE TEACHER

Bohol English Study and Training Academy -
June 2024 - August 2024

- Delivered structured English lessons focused on speaking, writing, and comprehension skills, adapting materials to different learner levels to improve engagement and understanding.
- Prepared and organized lesson plans, learning materials, and assessments to ensure consistent and effective class delivery aligned with learning objectives.
- Assessed and tracked student progress through regular evaluations, providing clear feedback to support continuous improvement in language performance.
- Managed classroom communication and student interactions in a structured learning environment, strengthening clear instruction delivery and time management skills.



PROFESSIONAL EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE

Ibex Global | October 2024 – March 2025

- Handled a healthcare account, resolving customer inquiries via phone while maintaining a 95% customer satisfaction rating through clear communication and effective problem-solving.
- Managed and updated customer records in CRM systems with 100% accuracy, ensuring organized documentation and efficient follow-ups.
- Identified and escalated complex issues to appropriate departments, supporting team efficiency and smooth workflow coordination.
- Maintained accurate call documentation and customer records while following healthcare protocols and confidentiality standards.



PROFESSIONAL EXPERIENCE

HUMAN RESOURCE STAFF

SMCT Group of Companies | August 2025 – April 2026

- Managed end-to-end recruitment, sourcing and screening candidates to meet hiring targets.
- Coordinated interviews with hiring managers, ensuring a smooth and timely selection process.
- Reviewed applications and resumes, shortlisting qualified candidates based on role requirements.
- Conducted initial interviews, assessing candidate qualifications and cultural fit.
- Maintained accurate recruitment records, improving tracking and reporting efficiency.
- Collaborated with department heads, aligning hiring needs with business priorities.
- Facilitated onboarding processes, ensuring a seamless transition for new hires.
- Utilized job portals and sourcing tools, increasing candidate pipeline and hiring speed.

CERTIFICATIONS



CONTACT CENTER SERVICES NCII-TRAINING FOR GLOBAL COMPETENCY
PHILIPPINE CALL CENTER INSTITUTE (PCCI) INC.
TAGBILARAN CITY, BOHOL

ON THE JOB TRAINING
DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT-SOCIAL PSYCHOLOGY
POBLACION, DAUIS, BOHOL



ibex.

Certificate of Employment

This is to certify that **Dianne Aliza S. Penaranda** has been an employee of **IBEX Global Solutions Philippines, Inc.** as **Agent-In Charge** from **10/20/2024** up to **03/27/2025**.

This is to further certify that **Mr. Penaranda** is cleared from all accountabilities from the company.

This certification is issued to the above-mentioned employee for whatever legal purpose this may serve.

Given on the **2nd day of August 2025** in **Tagbilaran City**.

Alan P. Naga
Senior Manager - Human Resources

For employment verification, you may call us at (+63)908605048 every Wednesday and Thursday from 8:00AM to 10:00AM or email Employment.Verification@ibex.co.
All calls placed outside the set schedule will not be accommodated. Email Verification is recommended.

Control No: **CE2025000426**

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