



# SHANAZ G.

## EXECUTIVE ASSISTANT

A dedicated Executive Assistant with a background in Marketing Management. I help executives and businesses streamline operations and reach their goals with excellence in administrative and customer support services.

## EXPERIENCE

### ○ C7DigitalSolutions | EXECUTIVE ASSISTANT

*August 2023 - September 10, 2024*

- Take notes during meetings and calls
- Perform a wide range of tasks as directed
- Communicate with team members and external contacts
- Schedule and confirm appointments
- Make and take calls on behalf of the CEO
- Book appointments and handle scheduling
- Use our phone line and Google Cloud account for communications
- Learn new tasks and software as needed
- Perform billing and other administrative tasks
- Organize to-do lists and manage a shared schedule
- Update the CEO's calendar and remind them of due dates
- Keep the CEO on task and help prioritize their workload

### ○ DRAXION INC. | APPOINTMENT SETTER

*FEBRUARY 2023- July 2023*

- Identify potential leads and gather relevant information about their business needs, pain points, and decision-makers.
- Create a list of contacts, including their email addresses and phone numbers.
- Use a combination of email and phone calls to reach out to leads, send follow-up emails or make follow-up calls. Once interest is shown, coordinate the schedules of both the lead and the executive.
- Send a calendar invite and confirm the meeting a day prior.

### ○ VXI GLOBAL HOLDINGS B.V, INC | ACCOUNT SPECIALIST II (TECHNICAL, CHAT SUPPORT)

*August 2023 - September 10, 2024*

- Resolving customer service and billing complaints by performing activities such as providing a store location for an exchange of merchandise, applying a credit to the
- Answering incoming inquiries, responding to customer questions and solves problems, according to standardized procedures while maintaining a courteous manner.
- Listened attentively to customer needs and concerns, demonstrated empathy while maximizing the opportunity to build rapport with the customer.

## CONTACT

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Valencia City, Bukidnon

## EDUCATION

ACLC COLLEGE OF  
BUKIDNON

- BACHELOR OF SCIENCE BUSINESS ADMINISTRATION - MARKETING MANAGEMENT
- 2019-2023

## SKILLS

- Administrative Management
- Calendar Management
- Travel Management
- Social Media Management
- Graphic design
- SEO
- Communication Skills
- Organizational Skills
- Keen to details
- Customer Service