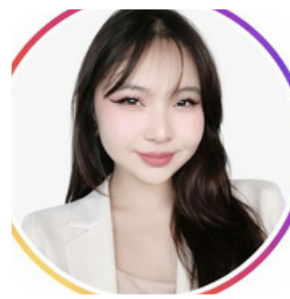


Johneden Saddi

Virtual Assistant | +639667184857



WORK EXPERIENCE

HR & Administrative Assistant

Cleaning Business
July 2026 - Aug 2026

- Managed employee records, onboarding documents, and other HR administrative tasks.
- Prepared and maintained weekly/biweekly payroll records, including employee hours, attendance, and pay details.
- Assisted with employee onboarding and ensured required documents were completed and organized.

CarRental Virtual Assistant / Customer Support

Car Rental Business
November 2025 - Aug 2026

- Manage customer inquiries via calls, SMS, and online platforms, ensuring fast and professional responses
- Coordinated vehicle bookings, reservations, and scheduling to maximize fleet utilization. Conducted customer check-ins and follow-ups to ensure vehicle condition and client satisfaction

Bookkeeper / Virtual Assistant

My Hub
JUL 2025 - DEC 2025

- Handled full bookkeeping tasks, including recording income and expenses and managing accounts payable and receivable.
- Performed bank reconciliations, prepared invoices, and followed up on payments -
- Generated financial reports, tracked cash flow, and organized documents for audits.
- Monitored budgets to ensure spending aligned with financial plans.

Call Center Agent (Customer Service)

CONCENTRIX
DEC 2024 - JUN 2025

- Provided support via live chat, email, and messaging, assisting customers with inquiries and issues.
- Maintained high customer satisfaction through active listening and effective problem-solving.
- Documented interactions and ensured timely follow-ups for accurate reporting.

Virtual Assistant / Administrative Support (Real Estate)

CAMPAIGNPROS
AUG 2024 - AUG 2025

- Managed calendars, meetings, and travel arrangements to ensure smooth workflow.
- Handled appointment setting, cold calling, and emails, improving client communication.
- Assisted with lead generation, social media management, and content support, including blog posting and engagement.
- Performed research, customer calls, and document organization to support overall business operations.

SECRETARY

Work Shop
MAY 2024 - JUL 2024

- Assisted with correspondence, reports, and presentations, ensuring all documents were prepared accurately.
- Managed schedules, meetings, appointments, and travel arrangements, while greeting visitors and directing them appropriately.
- Monitored and maintained office supplies to support smooth daily operations.

EDUCATION

SeniorHighschool

Jaro National Highschool
2022 - 2024

Completed a Technical Vocational Livelihood program, gaining practical skills and hands-on experience in Customer Support and Admin work. Prepared to apply technical knowledge effectively in real-world work settings.

CORE COMPETENCIES

- Admin work
- Bookkeeping
- Finding leads
- Managing emails & calendars
- Data entry
- Customer support

LANGUAGE

English
Tagalog

TOOLS

Zendesk,Calendly, Microsoft Office,
Google Workspace, Canva, Dropbox,
GoHighLevel, HubSpot, Meta, Fathom,
Make.com, Housecall Pro, Social Media
Platforms, LinkedIn Sales Nav.