



Fatimah Hamoy

WORK EXPERIENCE

ABOUT ME

As an Executive Assistant to a Managing Director and private equity investor, I specialize in managing calendars, inboxes, and travel arrangements with precision. I handle reservations, track expense reports, and research LLMs to enhance operational efficiency. Proficient in Notion for task tracking, I ensure all tasks are organized and progress is monitored, aiming to streamline administrative functions and maximize productivity.

CONTACT INFO



Phone



Address

Bacolod City, Philippines, 6100

PROFESSIONAL SKILLS

Inbound and Outbound Calls
Social Media Management
Campaign Management
Project Management
Inbox Management
Calendar Management
Travel Itineraries Creation
Organizational Skills
Deck Presentation Creation
Data Analysis/Gathering
•
•

SOFTWARE EXPERIENCE

- KVCORE
- MS Office
- Notion
- Trello
- Outlook
- Google Spreadsheet
- Google Docs
- Google Slides
- Google Calendar
- Google Mail
-

EXECUTIVE ASSISTANT

Feb2024- Feb2025

- Managed calendar, inbox, and travel arrangements, including itineraries and expense tracking.
- Handled confidential communications, drafted emails, and coordinated meetings.
- Provided administrative support by organizing documents, preparing reports, and maintaining records.
- Assisted with project management, task delegation, and follow-ups to ensure deadlines were met.
- Acted as a liaison between the executive and internal/external stakeholders.
- Conducted research, compiled data, and created presentations as needed.
- Streamlined processes to improve efficiency and reduce the executive's workload.

QUALITY ASSURANCE SPECIALIST

TRANSCOM | June 2022 - Feb 2024

- Analyzed call reviews to assist team leaders in one-on-one coaching sessions with bottom agents, aiming to improve their sales rates and enhance the effectiveness of their pitches.
- Provide feedback and suggestions for improvement to sales representatives.
- Developed concise decks and reports to effectively communicate findings and strategies.

SUBJECT MATTER EXPERT/PAL SUPPORT

TRANSCOM | July 2021- June 2022

- Demonstrated proficiency in addressing billing inquiries, navigating Comcast's billing systems, and resolving account, payment, and subscription issues.
- Utilized knowledge of Comcast's service offerings, promotions, and upgrade options to recommend suitable solutions tailored to customers' requirements.

CUSTOMER SERVICE REPRESENTATIVE

TRANSCOM | March 2021- July 2021

- Managed both inbound and outbound calls.
- Addressed billing inquiries, and processed credits, refunds, and sales transactions.

EDUCATION

UNIVERSITY OF THE IMMACULATE CONCEPTION

June2015 - March2020

Bachelor of Science in Electronics Engineering