



RYAN ALLANIC

CUSTOMER SERVICE VA
VIDEO EDITOR



Contact



Tibanga, Iligan City, 9200



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Certificates

LEAN SIX SIGMA FOR SERVICE INDUSTRY

LEAN SIX SIGMA

Hotel Operations and Customer Care

IHG HOTEL AND RESORTS

Professional Development

DUSIT THANI MACTAN, CEBU



Work Experience

On-Call Server – Events & Catering,
Northern Highlands, Iligan City
Nov, 2024 - Present

Video Editor Freelancing,
Onlinejobs.ph
March, 2021 - 2024



About Me

Hospitality Management student with strong experience in customer service, client support, and sales. Skilled at handling customer inquiries, providing clear communication, and ensuring client satisfaction. Also experienced in video editing and freelance work, bringing creativity, attention to detail, and the ability to manage tasks independently. Seeking a role as a Customer Service Virtual Assistant to deliver excellent service while leveraging my sales and technical skills.



Core Skills

Customer Service & Communication

- Respond to inquiries via email or chat with professionalism and empathy
- Skilled in active listening, problem-solving, and conflict resolution
- Strong client-relations and guest-focused mindset

Administrative & Virtual Support

- Calendar and email management
- Data entry and record keeping
- Document preparation and file organization

Technical Skills

- MS Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Drive, Calendar)
- Familiarity with customer service tools (Zendesk, Freshdesk – willing to learn)
- Adobe Premiere and After Effects
- Video editing (freelance since 2021)

Organizational Skills

- Time management and multitasking in fast-paced environments
- Detail-oriented and able to work independently with minimal supervision
- Adaptable to client schedules and different time zones



Education

BS Hospitality Management

2023 - 2027

MSU - Iligan Institute of Technology