

Nouffa S. Ali

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SUMMARY

Detail-oriented and highly organized professional with extensive experience in customer service, email support, and virtual assistance. My approach combines empathy with strategic thinking to solve complex customer challenges and inquiries.

EXPERIENCE

Sharemoney®	Remote
Customer Support Full-time	May 2023 – Jan 2025
<ul style="list-style-type: none">Orchestrated end-to-end customer support across chat, email, and inbound phone calls, effectively resolving a high volume of inquiries dailyAchieved and maintained a 95% Customer Satisfaction rating by providing timely, accurate, and empathetic solutions to client issues	
Alorica	Remote
Content Moderator Full-time	Sept 2022 – Apr 2023
<ul style="list-style-type: none">Ensured all user-submitted content met predetermined standards for format, accuracy, and brand voice, enhancing the overall quality of the platformProtected branch integrity and user safety by analyzing user-generated content against strict policy guidelines, identifying and removing fraudulent or inappropriate material	
TELUS International	Remote
Content Moderator Contractual	Jul 2022 – Sept 2022
<ul style="list-style-type: none">Analyzed and provided critical feedback on images for a leading search engine, directly contributing to the improvement of search results qualityPerformed high-volume image annotation and metadata captioning for Search Engine Optimization (SEO) performance under a daily quota	
Wipro Limited	Remote
Customer Service Representative Full-time	Sept 2021 – Aug 2022
<ul style="list-style-type: none">Facilitated clear communication and coordination between physicians, pharmacists, and other healthcare providers on behalf of patientsHandled a variety of service-related tasks, including inbound calls and email correspondence, to resolve patient inquiries and schedule appointments.	

SKILLS AND TOOLS

Tools: Freshdesk, Salesforce, Gorgias, Shopify, Maya, Retool, 3CX, PhoneSpeak, Google Workspace

Skills: Email Management, Communication, CRM Platforms, AI Services and Tools, Data Entry

EDUCATION

Bachelor of Science in Tourism Management
University of San Carlos

Cebu, Philippines
Graduated: May 2022