

Nouffa S. Ali

📍 Cebu, Philippines ✉ alinopa8@gmail.com ☎ +639164416323 🌐 in/nouffa-ali

SUMMARY

Detail-oriented and highly organized professional with extensive experience in customer service and virtual assistance. Proven ability to manage administrative tasks efficiently, support team operations, and enhance customer satisfaction.

EXPERIENCE

Customer Support

Sharemoney®

May 2023 – January 2025

- Responsible for a variety of admin work such as chat support and sending e-mails.
- Provided customer support by taking inbound and outbound calls to client of Sharemoney.

Content Moderator

Alorica

September 2022 – April 2023

- Shielded customers from inappropriate content created by con artists and scammers.
- Reviewed user-generated content about businesses and brand, making sure it adhered to a predetermined format, and checked for accuracy and other brand standards.

Content Moderator (Contract)

TELUS International

July 2022 – September 2022

- Analyzed and provided feedback on text, web pages, images, and other types of information for leading search engines, using an online tool.
- Performed image annotation and captioning to enhance search engine optimization (SEO) efforts, adhering to established quotas and maintaining high-quality standards.

Customer Service Representative (Healthcare Account)

Wipro

September 2021 – August 2022

- Communicated with physicians, pharmacists, and other healthcare providers on behalf of patients.
- Performed daily customer-service-related tasks such as calling and sending e-mails.

ESL Teacher

Acadsoc LTD

May 2021 – September 2021

- Assisted students in improving their reading, writing, and speaking skills in English.
 - Monitored student progress and provided individualized instruction to ensure understanding of language concepts.
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EDUCATION

Bachelor of Science in Tourism Management

University of San Carlos • Nasipit, Talamban • 2022

Senior High School

University of San Carlos • Nasipit, Talamban • 2018

SKILLS

Technical Skills: Customer Support, Email Generation, Microsoft Office (Excel, Word, Powerpoint), Google Suite, Trello, English Communication, Admin Work, Data Entry

Soft Skills: Time-Management, Teamwork, Attention to Detail, Fast Learner, Good Communicator
