

Aaliyah Ramirez

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Experienced in teaching and training, with a proven track record of common virtual and administrative tasks to enhance engagement and outreach. Committed to delivering high-quality service and exceeding client expectations. Dynamic and results-oriented with a strong background in bilingual English-Spanish communication, including translation and proofreading for clarity and accuracy.

QUALIFICATIONS SUMMARY EXPERIENCE HIGHLIGHTS

Client-Centric Service and Relationship Management

This experience honed skills in understanding client needs and delivering personalized services, essential for effectively assisting clients.

Cultural Competence and Adaptability

Successfully taught and engaged with Ecuadorian citizens across multiple regions, demonstrating the ability to adapt to different environments and effectively support individuals from diverse backgrounds.

Bilingual Communication Skills

Provided accurate translations during customer support meetings and translated documents, ensuring clarity and grammatical precision.

Career.io (Remote)

Freelance Resume Writer and Copy Editor

Jun 2024 –Nov 2024

Crafted tailored resumes or CVs, cover letters, thank you letters, and LinkedIn Profiles, that highlight client's strengths and align with their target positions. Collaborated with clients to gather information about their career history, achievements, and job goals. Edited and proofread all written materials to ensure accuracy. Consistently coordinated with top editors to produce high-quality documents.

- Successfully completed 10 client orders within one week, achieving exceptional client satisfaction in just nine weeks of experience.
- Earned recognition from six clients through five-star bonuses and received a four-star bonus from one client, reflecting a commitment to excellence and client satisfaction.

Chowis Co., Ltd, Cebu Office

Bilingual English-Spanish Proofreader and Translator

Jun 2023 –Jul 2023

Collaborated with the marketing team to translate documents from English to Spanish. Provided verbal translation for clients from English to Spanish. Proofread various materials, including articles, device manuals, and PowerPoint presentations, ensuring clarity and grammatical accuracy.

- Successfully achieved proofreading of documents within one week of the deadline.
- Provided English-to-Spanish translation during customer support meetings regarding product complaints with the Cebu Chowis Manager.
- Assisted the Cebu Chowis Manager by translating emails from a Spanish client.

Other Areas of Expertise

- Content creation and Social Media (Canva, Video editing, photo editing, copywriting, Facebook, Instagram, Tiktok, LinkedIn)
- Organization (minutes of the meeting, calendar management, email management, travel management, project management, google workspace, Microsoft Office Applications).

EDUCATION & CERTIFICATIONS

BYU-Pathway Connect Certification (Modular)
Jan 2025 - Jun 2025

BS in Occupational Therapy
Cebu Doctors' University
(Undergraduate)
2021-2023

VirtualWork PH Courses
Basic Wordpress, Social Media Management, General Virtual Assistant, Virtual Executive Assistant
January 8, 2025

EF SET (English Certificate)
C1 Level Advanced
December 30, 2024

LANGUAGES

English, C1 Advanced
Cebuano, Primary
Filipino, Conversational
Spanish, Conversational

WellSaid Language Online Tutoring, Cebu **Jun 2022 –Sept 2022**
Freelance Spanish Language Tutor

Taught basic Spanish, including grammar, conjunctions, and proper pronunciation. Encouraged students to start speaking Spanish as early as possible. Ensured students understood the material during each session before progressing to the next topic. Provided practice exercises and assessments to enhance language skills.

- Motivated 50% of students to engage in independent Spanish study outside of the online classroom.

VOLUNTEER EXPERIENCE

The Church of Jesus Christ of Latter-day Saints
at Ecuador Guayaquil South Mission
Full-time Missionary, Sister Training Leader, Social Media Page Manager, and New Missionary Trainer
Oct 2021–Jun 2021

Served Ecuadorian citizens in over eight areas, delivering instruction in Spanish for 20 months. Ensured the welfare and growth of young missionaries, fostering an environment conducive to their personal and spiritual development. Strategically aligned team goals with the S.M.A.R.T. framework (Specific, Measurable, Achievable, Relevant, Time-bound) to ensure successful outcomes.

- Achieved fluency in Spanish within 4 to 6 months of immersion in the mission field.
- Conducted training activities and organized meetings in Spanish language to support the development of new missionaries.
- Facilitated the management of social media pages, enhancing outreach and engagement.
- Created compelling content to promote mission activities and connect with the community effectively.
- Received a certification as a missionary returning with honor after a full-time service of 20 months.