

# Aaliyah Ramirez

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Experienced in teaching and training, with a proven track record of common virtual and administrative tasks. 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

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### Client-Centric Service and Relationship Management

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.

### 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, email, travel, and project management, google workspace, Microsoft Office Applications).
- Medical terminologies (Physical Dysfunction,

### Career.io (Remote)

Jun 2024 –Present

Freelance Resume Writer and Copy Editor

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

Jun 2023 –Jul 2023

Bilingual English-Spanish Proofreader and Translator

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.

### WellSaid Language Online Tutoring, Cebu

Jun 2022 –Sept 2022

Freelance Spanish Language Tutor

Taught basic Spanish, including grammar, conjunctions, and proper pronunciation. Ensured students understood the material during each

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Mental Health,  
Rehabilitation, etc.)

session before progressing to the next topic. Provided practice exercises and assessments to enhance language skills.

## **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

**Self-Reliance, Personal Finance**  
The Church of Jesus Christ of Latter-day Saints  
Aug 2022- Dec 2022

**Full-time Missionary Honorable Certificate**  
The Church of Jesus Christ of Latter-day Saints  
Oct 2019- Jun 2021

## **LANGUAGES**

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

- Motivated 50% of students to engage in independent Spanish study outside of the online classroom.
- Successfully used Google Workspace to organize schedule of lessons and grades.

## **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

Trained to teach effectively in Spanish for 2 months at the Missionary Training Center, Provo, UT. Served Ecuadorian citizens in over eight areas, delivering instruction in Spanish. Ensured the welfare and growth of young missionaries, promoting a conducive environment. Used different google platforms or microsoft tools, ensuring organization and management of teaching schedules, key indicators, social media page, area information, and many more.

- Conducted training activities and organized meetings in Spanish language to support the development of 10-20 missionaries in Loja, Cuenca, and Guayaquil.
- Facilitated the management of social media pages, enhancing outreach and engagement.
- Created compelling content to promote mission activities and connect with the community effectively.

**The Church of Jesus Christ of Latter-day Saints, For the Strength of Youth Event**  
Health Counselor, Data Operations Support  
2021 and 2022

Promoted the health and well-being of all those participating in this event. Coordinated with coordinator and fellow health counselors to roll call, check temperature, report any possible sign or symptom of any illness, receive patients, and record cases of any illness or injury caused.

- Successfully gathered 100% clear and concise records of cases of injured or symptomatic youth during the event.
- Assisted a few youth to the hospital, ensuring safety and coherent communication within the team and caregivers.
- Meticulously collected manual and digital data of patient records, ensuring data accuracy and management as data operations support of the health team.
- Built relationships and trust with the team and the youth or patients, enhancing client-centered experience.