



NATASHA ALAINE T. PANTUA

VIRTUAL ASSISTANT

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☎ 09638602840

🌐 Fb: Jai Pantua

◆ PROFESSIONAL SUMMARY

Detail-oriented office staff with experience in data encoding and customer service. Proven ability to manage tasks efficiently and effectively in fast-paced environments, demonstrating strong organizational skills and adaptability.

◆ WORK EXPERIENCE

CARD-MBA CALAMBA BRANCH (Micro-finance Insurance Company)

Encoder- October 2023- August 2024; October 2025 up until now
Calamba, Laguna

- Encoded member information accurately, improving data accessibility and reducing processing time by approximately 20%.
- Organized documents efficiently to enhance retrieval speed and maintain compliance with regulatory standards.
- Collaborated with team members to streamline information processing workflows, resulting in improved overall productivity.
- Developed and maintained filing systems that facilitated better data management and ensured easy access for stakeholders.

Delichon Kitchen (Cabuyao Branch) Cashier/Staff

January 2025- August 2025
Cabuyao, Laguna

- Managed sales and inventory, contributing to an increase in revenue of ~15% during peak hours.
- Maintained an organized store environment, enhancing customer experience and satisfaction levels.
- Processed transactions efficiently, ensuring accurate cash handling and reporting.
- Assisted in training new staff members on operational procedures and customer service standards.

◆ EDUCATION

St. Vincent College of Cabuyao	
Bachelor of Science in Psychology	2024-2025
St. Ignatius Technical Institute of Business and Arts	
STEM (Senior High School)	2020-2022
Cabuyao Integrated National High School	
Junior High School	2016-2020

◆ SKILLS

Data Encoding; Document Organization; Sales Management; Inventory Management; Customer Service; Microsoft Excel; Organization; Adaptability; Fast Learning