

Sammy Mohamed

Virtual Assistant

 smohammed5133@gmail.com

 +63912-658-2432

 Iba, Zambales Philippines



Profile

Reliable and detail-oriented Virtual Assistant with over five years of experience providing comprehensive administrative support, including email management, data entry, and customer service in remote work environments. Highly proficient in using Google Workspace, CRM platforms, and task management tools to organize workflows, manage competing priorities, and support daily operations efficiently. Demonstrated ability to adapt quickly to changing requirements while maintaining accuracy and productivity. Trusted to handle sensitive and confidential information with discretion, consistently follow established procedures, and meet strict deadlines in fast-paced, remote settings.

Experience

- 04/2020 – 01/2023
USA

UberEats, Email Support Management
 - Managed high-volume email support operations, ensuring timely, accurate, and empathetic responses to customers, couriers, and merchants.
 - Resolved complex inquiries related to orders, payments, refunds, app functionality, and account issues.
 - Oversaw and prioritized support queues to meet service-level agreements and maintain UberEats customer experience standards.
- 01/2023 – 06/2024

Curent, Fraud/Compliance Operations - US
 - Responsible for safeguarding the organization against financial crime, regulatory risk, and fraudulent activities.
 - Reviewed and analyzed system-generated alerts to identify suspicious transactions, unusual patterns, and potential policy violations.
 - Conducted thorough investigations of fraud cases related to payments, identity verification, and account activity, ensuring accurate and fair assessments.
 - Collaborated with internal teams to escalate high-risk cases and contribute to ongoing fraud prevention and risk mitigation efforts.
- 06/2024 – 01/2026

NEXA Lending, Loan Processor - Quality Control / Fraud Specialist
 - Reviewed consumer loan documentation to ensure completeness, accuracy, and compliance with company policies, investor guidelines, and regulatory requirements prior to loan closing.
 - Verified borrower information across multiple documents, including identification, income, and supporting records, to confirm consistency and authenticity.
 - Identified discrepancies, missing information, and potential fraud indicators, escalating issues for resolution when necessary.
 - Maintained accurate and well-organized documentation to support quality control reviews, audits, and compliance reporting.

Education

- 2012 – 2017
Quezon City, Philippines
- Bachelor of Science in Information Technology, Technological Institute of the Philippines**

Skills

- Time Management
- Meeting Deadlines
- Problem-Solving
- Excel (Data Review & Analysis)
- Confidentiality & Data Privacy
- Organized
- Communication
- Attention to Detail
- Regulatory Compliance
- Clear Written Communication
- Teamwork
- Creativity
- CRM & Case Management Systems
- Fast-Paced

Language

- English
- Filipino

Tools

- Google Workspace
- Google Drive
- Google Calender
- Gmail
- Microsoft Word
- Microsoft Excel
- Salesforce
- LendingPad
- Arive
- Lender Portal
- Ring Central
- BNTouch
- Zendesk

References

Ana Marie Patria, *Technical Support*, Samsung
patriaanamarie@gmail.com, +63 912 649 1783

Maria Kristina Concepcion, *Administrative Assistant*, Treehouse Unlimited
kreng27@gmail.com, +63 945 506 0844