

Ellyza Langbayan

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Sitio Upper Tanag 3, San Isidro, Rodriquez, Rizal

CUSTOMER SERVICE | COMMUNITY MODERATOR

Driven professional with over 3 years of experience in community management, strategic engagement, and venture ecosystem development, i excel in curating transformative experiences and fostering powerful networks to support consistent growth.

KEY COMPETENCIES

Process improvement	Critical thinking skills	Strong interpersonal skills
Proactive and self-motivated	Excellent communication skills	Empathy
Exceptional organisational skills	Assertiveness	Problem Solving

PROFESSIONAL EXPERIENCE

NEXTYPE (CRYPTO) **Nov 2020 - Dec 2021**
COMMUNITY MODERATOR

- Provided exceptional customer service by promptly addressing inquiries and resolving issues • Responded to all live customer queries immediately with 24-hour resolution times
- Report issues to management within 24 hours
- Identified, developed, and evaluated marketing strategies based on knowledge of company objectives and market trends.

CRYPTOMEDA (CRYPTO) **Jan 2020 - July 2020**
COMMUNITY MODERATOR

- Engaged game users with events and forum activities
- Gathered user feedback on gameplay and issues.
- Assisted product development incorporating positive changes

BRODIE GYM **May 01, 2024 - August 01, 2024**
GYM STAFF/ATTENDANT

- Greet and check in all Fitness Center members.
- Monitor all activities within the Fitness Center.
- Provide daily care and cleaning of all equipment.

EDUCATION & CERTIFICATIONS

High School Graduate
San Isidro Elementary School (ALS)

Elementary Graduate
Culiat Elementary School

EXTRACURRICULAR ACTIVITIES

SK Org President
Sitio Upper Tanag 3