

NYIAYU VANNISA CAHYANI

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SUMMARY

Dedicated and detail-oriented **Virtual Assistant** with **6+ years of combined experience** in administration, scheduling, customer communication, and digital support. Skilled in managing executive calendars, inboxes, and meetings across time zones while ensuring smooth remote workflows and accurate documentation. Proficient in Google Workspace, Microsoft Office, Trello, Notion, Canva, Zoom, and Meta Business Suite. Strong bilingual communication skills (English & Bahasa Indonesia) and proven ability to thrive in dynamic, multicultural, and fully remote environments.

WORK EXPERIENCE

PT Altair Trans Service, Bandar Lampung

Admin Chatting

(2024 - 2025)

- Handled 50–60 daily customer interactions via live chat with clear, empathetic responses.
- Converted inquiries into subscriptions using persuasive yet compliant messaging aligned with targets.
- Logged interactions accurately and collaborated with team members on escalations.

Key Achievements:

- Sustained high service quality while managing 50–60 chats/day with zero backlog.

Self-Employed, Remote

Virtual Administrative Assistant

(2023 - Present)

- Managed client calendars, inboxes, and virtual meetings; prepared agendas, minutes, and trackers.
- Organized documents and reports to monitor deliverables, timelines, and dependencies.
- Supported landing page & email campaign setup; coordinated online course onboarding (LMS/Zoom).
- Scheduled social media content and managed community responses using Meta Business Suite.
- **Key Achievements:**
- Coordinated a short-deadline Instagram campaign (paid promotion + content) that generated **140+ webinar leads in 2 days**.
- Boosted Instagram reach with Reels/Post Views up to **4.5k–4.4k** and non-follower views growing from **42% → 71%**.

SDGs Center The University of Lampung, Bandar Lampung

(2020 - 2024)

Research and Administrative Assistant / Personal Assistant to Director

- Maintained executive calendars; scheduled interviews; organized meeting logistics across multiple teams.
- Managed digital filing and version control for research outputs, proposals, and grant documentation.
- Drafted, edited, and summarized research reports; ensured formatting and submission readiness.
- Assisted procurement coordination and tracked donor-funded project budgets with compliance.
- Prepared briefing materials and followed up on action items for the Director.

Key Achievements:

- Successfully coordinated **9 donor-funded projects (2020–2023)** with diverse teams, ensuring smooth operations, proper documentation, and timely reporting.

Edelweiss Center For Sustainable Development, Bandar Lampung

(2019)

Office Administrator

- Aligned schedules with program work plans to ensure timely execution.

- Organized records and enforced file-naming conventions for efficient retrieval.
- Supported bookkeeping, budgeting, and reporting to ensure financial accuracy and audit readiness.
- Arranged meetings, webinars, and conferences; managed travel requisitions and reservations.
- Provided client support and assisted the team with presentation materials.

Key Achievements:

- Streamlined record management system, reducing document retrieval time by 30%.

EDUCATION

University of Lampung, Bandar Lampung
Bachelor of Social, International Relations

(2015 - 2021)

- Cumulative GPA 3.35/4.00

ORGANIZATIONAL & PROJECT EXPERIENCE

AIESEC

(2017 – 2019)

International Relations Manager of Incoming Global Volunteer

- Built and maintained international partnerships across Asia, America, Africa, Australia, and Europe.
- Collaborated with recruiters to improve candidate acquisition from partner networks, boosting pipeline quality.
- Created an IR booklet and database; produced newsletters and regular stakeholder updates.

Key Achievement:

- Established **35 active international relation partners** across multiple regions.

SKILLS & LANGUAGE

- **Administrative & EA/PA Support:** Calendar & inbox management, meeting notes & follow-ups, travel arrangement, document preparation, expense tracking, digital filing.
- **Customer Support:** Live chat handling, empathetic communication, persuasive messaging, lead conversion, onboarding support, issue follow-up, feedback logging.
- **Operations & PMO Support:** Cross-functional coordination, SOP/process documentation, procurement coordination, basic budget tracking, simple reporting.
- **Social Media & Marketing Support:** Content scheduling, community responses, landing page & email campaign setup, online course platforms (LMS, Zoom).
- **Data Entry & Reporting:** Data entry, basic spreadsheet formulas, reporting cadence, archiving.
- **Tools & Tech:** Google Workspace, Microsoft Office, Trello, Notion, Canva, Zoom, Meta Business Suite, Buffer (basic), Meta Ads (basic).
- **Soft Skills:** Adaptability, attention to detail, problem-solving, initiative, time management, teamwork, high emotional intelligence.
- **Language:** Bahasa Indonesia (Native), English (Professional proficiency)

TRAINING & CERTIFICATE

- Professional Certificate of Executive Business Assistant, Udemy, June 2025
- Online Course Management Training, Growthloop, June 2025
- SGB Virtual Assistant Course, SGB VA Course, April 2023
- Becoming Professional Virtual Assistant, Habiskerja.com, April 2023
- Complete Qualifications for Office Administration, Kelas.work by Kelas.com, May 2023
- Comprehensive HR Administration, Mekari University, June 2021