



ANTHANI GUWALA

Customer Experience Associate | Virtual & Executive Assistant | Administrative Support Specialist (+62) 81368319899 (WA) | anthaniguwala@gmail.com | linkedin.com/in/anthaniguwala

PROFILE

Detail-oriented Administrative and Executive Support professional with over 10 years of experience supporting CEOs, teams, and clients across fast-paced organisations. Skilled in calendar and inbox management, confidential documentation, client and vendor coordination, and travel logistics. Proven ability to manage multiple priorities accurately under deadline pressure, with a proactive approach to closing process gaps before being asked. Comfortable working independently in dynamic, client-facing environments. Fluent in English, Hindi, and Bahasa Indonesia.

RELEVANT SKILLS

- Executive & Administrative Support — calendar, inbox, and correspondence management
- Client & Stakeholder Coordination — professional liaison with clients, vendors, and internal teams
- Confidential Documentation & Record Management
- Travel & Logistics Coordination — itineraries, accommodation, visas
- Deadline & Task Tracking under pressure
- Proactive Process Improvement — built a stakeholder-tracking system that closed a recurring follow-up gap • Tools: MS Office, Google Workspace, Freshdesk, CRM platforms, Zoom, Slack

WORK EXPERIENCE

Virtual Assistant & Executive Assistant to CEO — Nasco — Indonesia

2020 – 2025

Hybrid

- Provided full executive support to the CEO over 5 years, managing scheduling, communications, travel, and confidential documentation.
- Acted as the primary point of contact between the CEO and vendors, clients, and internal teams, resolving conflicts and communication gaps professionally.
- Coordinated domestic and international travel, including visa processing, accommodation, and itinerary management.
- Proactively built a dedicated tracking system for high-value client and stakeholder follow-ups, adopted as the team's standard process.
- Prepared business proposals, reports, and correspondence to established company standards.

Virtual Assistant, Customer Service — Capen Marketing Pte. Ltd. — Singapore Oct 2025 – Apr 2026 Remote

- Managed customer communications and order operations across multiple platforms, maintaining accurate records in a fast-paced environment.
- Prepared weekly reports and coordinated with internal teams to resolve issues ahead of deadlines.

Administrative Clerk — Indian Army — India

2014 – 2019

Onsite

- Maintained operational databases and administrative records with consistent accuracy in a high-volume, deadline-driven environment.
- Prepared invoices, internal reports, and administrative correspondence, supporting procurement and inventory coordination.

EDUCATION

Diploma in Business & Sales Management — Kingston International College, Singapore (2023)

Bachelor of Political Science — St. Anthony's College, Shillong, India (2014)