



CANDIDATE 1

Virtual Assistant

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SUMMARY

Highly skilled Executive Assistant with 5+ years of experience providing top-tier support to executives across aviation, legal, and corporate sectors. Adept at scheduling, travel management, document processing, and event coordination, with a strong ability to streamline operations and ensure confidentiality. Known for adaptability, proactive problem-solving, and attention to detail, I bring exceptional organizational and communication skills to every role. Committed to efficiency, discretion, and continuous learning, I thrive in fast-paced environments and excel at managing complex administrative functions.

EDUCATION

2011 - 2016 **UNIVERSITY OF SAN CARLOS - TALAMBAN CAMPUS**
Bachelor of Tourism Management

WORK EXPERIENCE

2017 - 2018 **NINYO AQUINO INTERNATIONAL AIRPORT**

Operations Assistant

- Streamlined Terminal Operations by coordinating interdepartmental communication, managing shift schedules, monitoring daily activities, and preparing reports for the Terminal Manager.

2018 **FEDERAL EXPRESS LLP**

Senior Executive Assistant

- Efficiently managed procurement, confidential document transfers, and applicant interviews. Oversaw invoice verification, scheduling, meeting documentation, and office event coordination to enhance collaboration and efficiency.

2021 - Present **WHITE & CASE LLP**

Practice Assistant

- Managed client meetings, travel arrangements, and document processing with strict confidentiality. Oversaw expense management, billing, invoicing, and inbox coordination to ensure seamless communication and efficiency.

SKILLS

- Time Management
- Attention to Detail
- Travel Management
- Discretion and Confidentiality
- Adaptability



CANDIDATE 2

Virtual Assistant

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SUMMARY

Results-driven professional with 9+ years of expertise in executive assistance, customer service, and leadership across diverse industries. Adept at managing high-level administrative tasks, streamlining operations, and delivering client-focused solutions. Known for exceptional problem-solving skills, strategic planning, and the ability to enhance workflow efficiency. Fluent in English, Filipino, Japanese, and Spanish, with a strong ability to bridge communication gaps and foster collaboration.

EDUCATION

April 2015

POLYTECHNIC UNIVERSITY OF THE PHILIPPINES – MAIN CAMPUS

Bachelor of Science in Industrial and Organizational Psychology

TRAINING / CERTIFICATIONS

- Ongoing Master of Arts in Psychology with Specialization in Industrial Psychology
- April 2024 - Professional Teaching Certificate
- August 2018 - Spanish Language (CEFR: A1-B2 Level; Intensive Course)

WORK EXPERIENCE

December
2018 –
Present

GLOBAL BENEFITS GROUP PROCESSING AND CONSULTING SERVICES, INC.

Bilingual Executive Assistant (Spanish Speaker)

- Experienced Executive Assistant with 5+ years in the healthcare insurance sector, excelling in calendar management, email handling, and data entry. Skilled in research, project coordination, and optimizing time management. Adept at preparing documents, supporting virtual meetings, and ensuring client satisfaction while maintaining strict confidentiality. A proactive problem-solver, dedicated to enhancing efficiency and fostering strong client relationships.

January 2017 –
December
2018

CCC DATA MANAGEMENT SERVICES, INC.

Team Leader for Client Support Admin

- Served as the first point of escalation for client complaints and feedback, ensuring swift resolution and quality service. Conducted QA reviews, generated performance reports, and optimized workflows to enhance efficiency. As a Team Lead, drove productivity through training, performance monitoring, and cross-department collaboration, improving service delivery and operational processes.

WORK EXPERIENCE

May 2016 – January 2017 **TELCO SERVICE AUSTRALIA**

Subject Matter Expert (SME) for Customer Service Department

- As an SME, I provided expert support to Customer Relations Officers, ensuring seamless call resolutions. Optimized team efficiency by prioritizing tasks and managing workloads in high-volume environments. Collaborated with QA Analysts to ensure accurate performance evaluations and co-led team meetings to drive clear communication and operational excellence.

May 2015 – May 2016 **TELCO SERVICE AUSTRALIA**

Customer Service Representative

- As a Customer Service Representative, I handled high-volume calls, built strong customer relationships, and delivered effective solutions. Skilled in troubleshooting, problem-solving, and navigating multiple systems, I ensured seamless support and exceeded customer expectations, enhancing overall satisfaction and brand reputation.

SKILLS

- Leadership
- Quality Assurance
- Attendance Monitoring
- Google Products
- Planning
- Email Management
- Calendar Management
- Administrative Support
- Subject Matter Expert
- Multitasking
- Critical Thinking
- Team Management
- Customer Service
- Task Prioritization
- Scheduling
- Coordination
- Case Management
- Data Records Management
- Recordkeeping
- Problem Solving
- Language Teaching



CANDIDATE 3

Virtual Assistant

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SUMMARY

Results-driven Virtual Administrative Assistant & Social Media Manager with a strong background in customer service, operations, and marketing. Skilled in calendar management, recruitment, sales support, document processing, and social media strategy, delivering efficient workflow management and brand consistency. Proven ability to streamline administrative processes, enhance online engagement, and support executive decision-making. Adept at handling high-risk financial portfolios, loan documentation, and risk assessments. A proactive problem-solver who excels in multitasking, communication, and delivering top-tier client experiences.

EDUCATION

2005

ST. PAUL UNIVERSITY - QUEZON CITY

AB Mass Communication / Media Studies

WORK EXPERIENCE

AUG 2022 -
PRESENT

GERRY HOMES, LLC

Virtual Admin Assistant

- Efficiently managed customer service, scheduling, and material coordination. Oversaw bid sets, subcontractor paperwork, and project documentation. Handled pre-demo tasks, warranty claims, leasing inquiries, and property maintenance. Led recruitment, onboarding, and social media marketing, maintaining an Instagram leasing page and updating the website. Provided personal assistance, ensuring seamless daily operations.

MAR 2022 -
MAY 2024

INDEPENDENT CONTRACTOR

VA & Social Media Manager | MP Mortgage (Jun 2022 - May 2024)

- Managed calendars, reporting, research, and document preparation. Led social media marketing and email campaigns, creating content, scheduling posts, and ensuring brand consistency.

Sales & Admin Support | Re-Couch Cycle (Mar 2022 - Oct 2022)

- Handled sales through Kijiji & Facebook Marketplace. Organized closed sales and schedules in Trello.

Account Specialist | Stripe (Mar 2022 - Jun 2022)

- Managed online sales and scheduling, ensuring smooth transaction processing.

WORK EXPERIENCE

SEPT 2018 - **LENDUS, LLC**
MAY 2022

Mortgage Software Specialist

- Resolved end-user issues, ensuring seamless workflow across multiple applications. Reviewed, prepared, and scanned mortgage loan documents for accuracy and compliance. Managed post-closing processes, reconciled loan packages, and conducted quality control checks to maintain error-free documentation.

SKILLS

- Administrative Support – Calendar management, email correspondence, document preparation, and data entry.
- Customer Service – Handling inquiries, resolving issues, and maintaining client satisfaction.
- Social Media Management – Content creation, scheduling, engagement, and brand consistency.
- Project Coordination – Overseeing subcontractor paperwork, bid sets, and project documentation.
- Sales & Marketing – Managing listings on Kijiji & Facebook Marketplace, handling promotions, and executing email campaigns.
- Financial & Loan Documentation – Reviewing, verifying, and processing mortgage and credit applications.
- Workflow & Process Optimization – Utilizing tools like Trello, Asana, and Zoho for efficiency and task management.
- Problem-Solving & Quality Assurance – Conducting audits, compliance checks, and identifying risk trends.
- Vendor & Client Relations – Coordinating with suppliers, service providers, and stakeholders.
- Multitasking & Organization – Managing multiple tasks, prioritizing workload, and ensuring smooth operations.