## I am a goal-oriented professional seeking a Virtual Executive Assistant position using exceptional expertise in handling administrative and clerical work from remote locations.

## **Experience**

### **NOVEMBER 29, 2020 – MARCH 17, 2023** *EXECUTIVE ASSISTANT TO THE CEO, FREELANCER*

* Organize the client’s schedule
* Make travel arrangements
* Managing email responses and inbox
* Set up meetings and act as a point of contact between the CEO and others
* Gathering documents to prepare for meetings
* Providing bios of the people who will be part of the meeting schedule.
* Maintaining comprehensive and accurate records
* Manage social media accounts (Facebook, Instagram, LinkedIn, Bloomberg, and ZoomInfo)

### **AUGUST 2018 – NOVEMBER 2020** *DATA ENCODER, FREELANCER*

### perform clerical work like encoding, typing, record keeping, and filing

* Undertake basic bookkeeping tasks and issue invoices, checks etc.

### **JUNE 2017 – JULY 2018** *TRANSCRIPTIONIST, FREELANCER*

* Listen and transcribe live meetings and recordings.
* Research on some technical terminologies to better understand the context of the recording.
* Complete transcriptions promptly and review for any grammar or spelling errors, as well as for clarity in thought.

### **APRIL 2010 – MAY 2017** *OPERATIONS SUPERVISOR, TELETECH*

* Manage a team of 10 - 15 agents
* Visible to the team to answer questions
* Take calls that agents can't handle and help an agent who appears to need assistance
* Monitor queue and track calls
* Motivate and encourage agents through positive communication and feedback

### **JANUARY 2007 – FEBRUARY 2010** *WORKFORCE ANALYST, AEGIS PEOPLESUPPORT*

* Assists in the generation of staffing forecasts
* Assists management with the resolution of scheduling and attendance adherence issues
* Demonstrates up-to-date expertise and applies this to the development, execution, and improvement of action plans
* Evaluates area performance against parameters
* Models compliance with company policies and procedures and supports company standards of ethics and integrity
* Provides and supports the implementation of business solutions

## **EDUCATION**

### **1995 – 1999** ***Bachelor of Science Major In Business Administration, University Of Santo Tomas***

## **SKILLS**

Email management, Calendar Management, Customer Service, Note-Taking, File Management, Data Entry and Administrative skills