



MARICHELLE M. DE JUAN

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📍 Tierra Monte Subd., Silangan, San Mateo, Rizal, Philippines 1850

SKILLS

- Proficient in Microsoft Office (Word, Excel, PowerPoint) and G-Suite
- Strong customer service and communication skills
- Adaptable, hardworking, and responsible
- Excellent teamwork and collaboration abilities
- Problem-solving and conflict resolution skills
- Time management and multitasking
- Attention to detail and organizational skills
- Basic knowledge of event coordination, including venue booking, vendor management, and scheduling

EDUCATION

Bachelor of Elementary Education with Specialization in Pre-School Education

New Era University
Undergraduate 2012 – 2016

Housekeeping NCII
Asiantouch Int'l Inc.
October 2009 – December 2009

LANGUAGE

- English
- Tagalog

About Me

A highly organized and adaptable Virtual Assistant with strong skills in administrative support, customer service, and event coordination. Proficient in Microsoft Office, G-Suite, and time management, with expertise in multitasking, problem-solving, and communication. Skilled in scheduling, email management, data entry, and vendor coordination, ensuring efficiency and productivity in every task.

WORK EXPERIENCE

June 2016– December 2016

Directo Philippines

Customer Service Representative (Local Account)

- Supervise customer interactions, ensuring efficient issue resolution and quality service.
- Manage escalations or urgent concerns that arise during customer support.
- Communicate with customers to understand their needs and deliver appropriate solutions.

July 2017 – December 2017

Grandrich Multi-trading Inc

Secretary / Liaison Officer

- Perform general clerical duties, including answering phone calls, managing emails, and handling correspondence.
- Prepare and distribute meeting agendas, minutes, and other documents.
- Maintain and organize files, records, and databases.

November 2008 – February 2009

Lunaria's Accounting Firm

Secretary / Liaison Officer

- Schedule and coordinate meetings, appointments, and travel arrangements.
- Maintain and organize files, records, and databases.
- Handle confidential information with discretion and integrity.
- Assist in organizing company events, meetings, and conferences.