




MEL PANGANIBAN


VIRTUAL ASSISTANT

ALL ABOUT ME

I am a person who loves learning. Learning is a vital process in our daily lives and it puts value on our work. I am confident in my ability to adapt and accomplish the tasks with quality results and within the deadline. I push myself to be the best of who I am and I believe that time management has a major key to achieve success.

CONTACT INFO

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 Mel Panganiban-Cananua

 @melalodiah

 Mel Panganiban

VIRTUAL ASSISTANT SKILLS

- Flexible Administrative Skills
- Data Entry
- Advertising, Sales and Marketing
- Internet Research
- Article writing
- Calendar Management
- Recruitment
- Conducting outbound calls and accepting inbound calls
- Project Management
- Expertise in Google applications and Microsoft office

BOOKKEEPING SKILLS

- Organizational Skills
- Attention to details
- Integrity and Transparency
- Communication skills
- Problem-solving skills
- Time management skills
- Proficient in the use of Google applications and Microsoft Office

EDUCATION AND CERTIFICATIONS



Xero Advisor Certified, 2021



Quickbooks Certified Advisor, 2021



Online Accounting / Bookkeeping, 2019

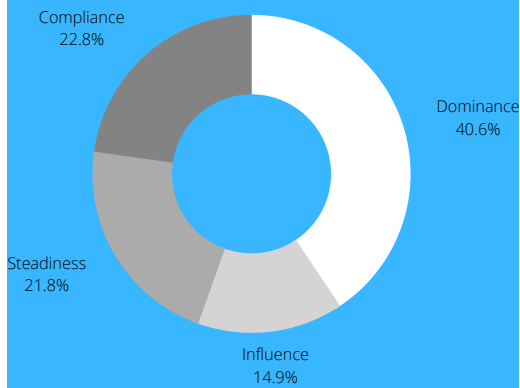
- Accounting/ Bookkeeping Basics and Processes
- Quickbooks and Xero Online Training



De La Salle University

Bachelor of Science in Business Management, 2012
Honorable Mention

DISC PERSONALITY



Tony Robbins Assessment - Fact Finder C

Disc Personality Testing Assessment - Fact Finder C

MYERS & BRIGGS' PERSONALITY TYPE

Type : "The Architect"
(INTJ-A)

Traits:

Introverted - 66%
Intuitive - 58%
Thinking - 53%
Judging - 86%
Assertive - 61%

Role: Analyst

Strategy: Confident Individualism

16Personalities
Assessment

HOMEBASED EXPERIENCE

Executive Assistant

- Responsible for the hiring process of personnel
- Responsible for bookkeeping functions using Quickbooks Online
- Answering inbound calls of clients using Unitel Software
- Doing outbound calls for clients and interviews using Unitel Software
- Management of internal documents through Basecamp project management software
- Calendar Management (Google Calendar)
- Assist the Director whenever necessary

Virtual Administrative Assistant

- Management of email and calendar; file maintenance
- Responsible for processing bills across Hubdoc, EzzyBills, and Simpro
- Manage job costs and conduct regular data cleansing in Simpro
- Management and Reconciliation of Accounts Payable accounts, and supplier contact list on Xero

Freelance Virtual Assistant / Social Media Marketer / Graphic Designer / FB Ads Specialist

- Daily responsibilities include management of all Social Media and e-commerce platform such as posting and monitoring content, hiding bad comments, engaging with followers, composing content for social media messages and advertising and convert traffic to sales.
- Other tasks include research, product listing and answering chat and email inquiries.
- Created short videos and posters for social media posting
- Drive sales through the use of FB ads

Freelance Virtual Assistant / Bookkeeper

- Used Google spreadsheets and Microsoft Office in organizing particulars Used Google docs and Microsoft Word in generating financial reports
- Responsible for all around accounting, bookkeeping, reconciliation of accounts, setup, data migration, tune up and troubleshooting of Quickbooks and Xero

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**ENGLISH
EVALUATOR and
ESL ONLINE
TEACHER**

TEST INC.
2018

- Evaluated English exams of Japanese students through identifying grammar and vocabulary errors.
- Taught English to Japanese Students through Skype as needed.

- Provided excellent customer service skills to clients
- Responsible for managing the human resources such as hiring receptionists and therapists and evaluating their performance
- Responsible for the operations of the branch such as handling workforce management, entertaining walk-in clients and accommodating reservation through message or calls
- Responsible for marketing through consistent giving of flyers and managing online presence
- Responsible for the management of finances and the budget allocation per division

MONTALBO SPA
2015

**BRANCH
MANAGER**

- Gatekeeper of the goods offered by the company
- Maintained customer service with the sales administration
- Evaluated and processed documents for the credit line approval of customers
- Generated and processed debit memos, credit memos, and credit invoices
- Monitored the accounts receivable of customers and collections of the salesman

UNIVERSAL ROBINA
CORPORATION
CREDIT ANALYST

2014

- Target and solicit funds from customers who are willing to donate to UNICEF
- Maintain excellent service during and after sales

APPCO GROUP
2012

**SALES
REPRESENTATIVE**

