



Shara Marie B. Burac

General Virtual Assistant

I am a General Virtual Assistant with experience in handling social media management, organic outreach, graphic designing, content creation and scheduling as well as basic video editing with the use of Canva or Descript. I have a background with Customer Service which trained me to maintain my composure at all times even during difficult situations. Consider me if you need a General Virtual Assistant, Executive Assistant, or Social Media Manager for long-term and ongoing work.

WORK EXPERIENCE

PART-TIME VIRTUAL ASSISTANT - VIRTUAL SYNERGY INC. (JANUARY 2023 - PRESENT)

- Creates and schedule image /video contents for the clients social media accounts
- CRM Management
- Project Management
- Calendar Management
- Email Management
- Data Entry

PROJECT-BASED GENERAL VIRTUAL ASSISTANT - FREELANCE (JUNE 2022 - PRESENT)

- Creates and schedule image/video contents for the clients social media accounts
- Creating blogs for their website
- Email Marketing

DOCUMENT CONTROL CENTER STAFF - TOTAL QUALITY MANAGEMENT DEPARTMENT - DE LA SALLE MEDICAL AND HEALTH SCIENCES INSTITUTE (September 2018 - August 2022)

- Handling registration and manages the database of documents in the institution
- Conducting orientations
- Setting appointments and acts as a secretary during meetings

CUSTOMER SERVICE REPRESENTATIVE - RMS COLLECT PHILIPPINES INC. (May 2017 - March 2018)

- Handling inbound calls from U.S for a cable/telco accounts
- Upselling of their product
- Basic troubleshooting

OJT - ACCOUNTING DEPARTMENT - SOUTHEAST ASIAN MEDICAL CENTER (November 2016 - March 2017)

- Organization of AP files
- Encoding of details to their system
- Other admin task as assigned by the immediate head

CUSTOMER SERVICE REPRESENTATIVE - IQOR PHILIPPINES INC. (January 2016 - June 2016)

- Handling inbound calls from U.S for a cable/telco accounts
- Upselling of their product
- Basic troubleshooting

CUSTOMER SERVICE ASSOCIATE / TECHNICAL SERVICE ASSOCIATE - CONVERGYS PHILIPPINES INC. (June 2015 - December 2015)

- Handling inbound calls from U.S for a cable/telco accounts
- Upselling of their product
- Basic troubleshooting

REFERENCES


JOHN ERICKSON FERNANDEZ

Institutional Quality Management Manager for Research | De La Salle Medical and Health Sciences Institute
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SKILLS SUMMARY

- Graphic Design
- Content Creation and Scheduling
- Social Media Management
- Social Media Marketing/ Outreach
- Basic Video Editing using Descript/Canva
- E-mail Marketing
- E-mail Management
- Shopify Product Listing

TOOLS

- Basic Photoshop
- Slack
- Canva
- Discord
- Mailchimp
- Zoom
- Klaviyo
- Gsuite
- Later
- Microsoft Office
- Monday
- Descript