

Sofia Marie B. Abando

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OBJECTIVE

General Virtual Assistant in training with strong background in customer service and multitasking. Skilled in Google Workspace, Microsoft Office, and online collaboration tools. Known for reliability, organization, and professional client communication. Effective communicator with a commitment to delivering high-quality service in a virtual setting.

SKILLS

Computer Skills:

- Business (Meta Business Suite)
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Slides)
- Canva (Basic design)
- Productivity Tools (Trello, Slack)
- Accounting Software (Xero, QuickBooks)
- Website Builder Software (Wix, WordPress)
- CRM Softwares (Hub)
- Video Conferencing Platform (Zoom, Google Meet)

Language Skills:

- English — C1 (Advanced)
 - Proficiency, demonstrating the ability to communicate fluently and effectively in professional and academic settings.
 - Strong foundation in phrasal verbs & idioms

CORE COMPETENCIES

- Data entry
- Research, Documentation
- Project & Team Management
- Email Management
- Calendar scheduling
- Client Communication & Support
- Social Media Management
- Content Planning, Scheduling, Canva Graphic Design
- Customer Service

WORK EXPERIENCE

Blurb | Administrative Support

Virtual Assistant | December 2024 – November 2025

- Provided administrative support including email management, scheduling, data entry, and document preparation.
- Handled basic accounting tasks such as invoicing, expense tracking, and payment follow-ups.
- Reviewed and quality-checked/Quality Assurance (QA) on music video and audio tracks to ensure accuracy, proper labeling, and readiness for release.

Tom N Toms Coffee | Barista

Davao City, Philippines | May 2024 – June 2025

- Managed 50+ daily client interactions with accuracy and professionalism, demonstrating strong communication and multitasking skills.
- Coordinated with cross-functional staff to streamline workflows, ensuring timely completion of daily tasks.

McDonald's Fast-Food Restaurant | Food Service Worker

Cebu City, Philippines | Dec 2022 – March 2023

- Delivered prompt customer support, mirroring skills in client communication, inbox handling, and issue resolution.
- Coordinated daily tasks and maintained accurate records, showcasing strengths in scheduling, organization, and documentation.

EDUCATION

Senior High School Graduate | July 2022 - May 2024

- STEM STRAND (Science, Technology, Engineering, Mathematics)