

JANE DOE

General Virtual Assistant | Management & Operations Support

Manila, Philippines | +639171234567 | jane.doe@email.com | <https://www.linkedin.com/in/jane.doe>

SUMMARY

Detail-oriented Virtual Assistant with 5+ years of experience in administrative operations, client communication, and revenue support within service-based organizations. Skilled in handling high-volume inquiries, coordinating documentation, maintaining financial records, and supporting business growth initiatives. Strong background in organized record systems, client relationship management, and cross-functional coordination. Committed to delivering responsive, reliable support aligned with client satisfaction and operational efficiency.

WORK EXPERIENCE

ApexBridge Business Solutions

Administrative & Client Support Specialist

December 2020 – July 2025

- Managed high-volume client inquiries across chat, email, phone, and SMS while maintaining response SLAs and strong customer support standards.
- Coordinated quotations, proposals, onboarding documents, billing follow-ups, and internal scheduling for service-based clients.
- Maintained digital records, organized documentation systems, and tracked client transactions to support smooth daily operations.
- Assisted with lead follow-ups, account coordination, and administrative support for business development activities.
- Prepared reports, updated spreadsheets, and ensured accurate filing of operational and client-related records.

Harborline Administrative Services

Administrative Assistant

March 2018 – November 2020

- Provided calendar management, email coordination, document preparation, and general administrative support for daily office operations.
- Processed internal reports, maintained confidential records, and handled data entry for finance, HR, and operations files.
- Coordinated meetings, travel schedules, and office supply requests while ensuring timely follow-through on administrative tasks.
- Supported management with presentation materials, status tracking, and interdepartmental coordination.

Coastal Bay Marketing Services

Office Clerk / Liaison Officer

January 2014 – September 2017

- Maintained financial, technical, and asset documentation supporting day-to-day business operations.
- Managed liquidation records, bookkeeping files, payroll-related documentation, and compliance paperwork.
- Liaised with government offices for permit processing, renewals, and submission of required documents.
- Organized archived records and recovered critical documentation that helped reduce unnecessary operational costs.

EDUCATION

St. Victoria Business College – Manila, Philippines

Bachelor of Science in Business Administration

2014

Honors Program | Scholar ng Bayan – LGU Manila

TECHNICAL & OPERATIONS TOOLS

- Google Workspace (Docs, Sheets, Drive)
- Microsoft Excel (data tracking, reports)
- CRM & Task Management Tools (HubSpot, Trello)
- Email & Calendar Management
- Digital Documentation & File Management
- Record Management (client, student, financial records)
- IT Foundations (Cisco Networking Basics, IT Support Fundamentals)