



AIRAM MAURICE MALANA

VIRTUAL ASSISTANT

SKILLS SUMMARY

- Administrative Assistance
- Payroll Assistance
- Recruitment
- Bookkeeping
- CRM Management
- Property Management
- Social Media Management
- Customer Service

TOOLS

Zoho, HubSpot
Quickbook, Crisp, Gusto, When I Work
Microsoft Office Programs
Google Workspace
HHAExchange, NaviNet
Airbnb, Innago, Hostex
Trellio, Rallio, Sysco and Webrestaurant

PERSONAL PROFILE

With over four years of experience as a Virtual Assistant and three years as an Executive Assistant, I've developed a strong ability to support busy professionals by streamlining daily operations, managing priorities, and improving workflows. I'm highly adaptable, tech-savvy, and dependable—someone you can count on to handle tasks efficiently, whether working solo or with a team. My proactive mindset and organizational skills allow me to stay ahead of challenges while maintaining a calm, solutions-focused approach in fast-paced environments.

WORK EXPERIENCE

EXECUTIVE ASSISTANT

FORTNET SECURITY INC. | 2023- 2025

- Using Zoho One for CRM Management, Processing Sales Orders and Purchase Orders, Sending Invoices to Customers, Designing Websites, Marketing Campaign for Cybersecurity, and Generating Taxez
- Using Zoho Voice to call all the customers who has past due payments
- Using Avalara to process Sales Tax Exemption
- Using California Department of Tax and Fees Administration and Alabama Department of Revenue Website to file taxes
- Managing Airbnb for Staycation house in California
- Managing Innago & Hostex for Long term and Short Term Rentals

GENERAL VIRTUAL ASSISTANT

KM Miller Holdings| 2023– 2025

- Using Gusto and When I work for Payroll Assistance
- Using Quickbooks and Crisp for Bookkeeping
- Keeping in touch with the store managers of Fiiz Drinks via Aircall
- Using Sysco and Webrestaurant to order items need from the store
- Checking employees schedule through When I work if they requested to drop, change, and for time-off schedule.
- Managing employees wages information through Gusto, When I work, and Crisp
- Using Trello for Project Management
- Using Rallio for Social Media Management

BILLING ASSISTANT

VA Elites| 2024 – 2024 (Project-based)

- Managing Google Sheets involves thoroughly verifying all data from the client's portal to ensure that all amounts indicated in the sheets have been paid
- Followed by processing invoicing through both HHAExchange and AxisCare.
- Ensuring that the Claim ID corresponds to the amount indicated in the Google Sheet is essential for processing the invoicing accurately.



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Webrestaurant

RECRUITMENT SPECIALIST | EXECUTIVE ASSISTANT

Keynote Business Solutions | 2021– 2024

- Calling all applicants to conduct a short interview through call
- Set up all applicants for a Zoom meeting with the Owner of the Company/Client
- Managing Client's Email and Calendar (Gmail, Outlook, Google Calendar)
- Scheduling appointments using Calendly as well
- Training other Recruitment Specialist VAs
- Other Administrative Task

COPYWRITER (PRODUCT CONTENT CREATION)

Storm Media Limited | 2022– 2023

- Creating content for each product using MS Word, Copy.ai, and Google for research
- Adding the product's ingredients description benefits and features of the product
- Also using Amazon and eBay for Product research

ADMIN ASSISTANT

StarMaker Global | 2021– 2022

- Doing reports through Google sheet/ Excel and transferring them to Zimbra (Zimbra: Email Management)
- Promoting Events through Facebook and Instagram
- Using Canva to create event posters (Basic Photo Editing) & Using CapCut for Basic Video Editing

CUSTOMER SERVICE REPRESENTATIVE

Alorica | 2020– 2021

- Assist customers with their inquiries (Bills)
- Doing basic troubleshooting
- Offering Services and Promotions & Collecting payments
- Engaging with customers through conversations facilitated by Avaya.
- Help customers track their orders by using their tracking number

EDUCATION HISTORY

NATIONAL UNIVERSITY

- Bachelor of Science in Architecture 2019-2020

TECHNOLOGICAL INSTITUTE OF THE PHILIPPINES

- Bachelor of Science in Architecture 2018-2019