



CHARLENE MAGNE ALCANTARA

VIRTUAL ASSISTANT

CONTACT

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Nueva Ecija, Philippines

SKILLS

- Customer Service (Email, Chat, Inbound/Outbound)
- Calendar & Email Management
- Google Workspace, Microsoft Office
- Trello, Slack, Canva, Zoom
- Problem Solving & Multitasking

EXPERTISE

- Virtual Assistant
- Product Researcher
- Lead Generation Specialist
- Email Marketing and Social Media Management



PROFILE

Dedicated and resourceful Virtual Assistant and Customer Service Representative with almost 3 years of experience in remote support. Skilled in email and chat handling, admin support, CRM tools, and appointment scheduling. Known for being reliable, detail-oriented, and an excellent communicator.



WORK EXPERIENCE

Virtual Assistant / Remote Admin Support

September 2022 - Present

- Provided administrative and operational support to multiple clients in e-commerce, real estate, and coaching industries.
- Handled daily inbox and calendar management, client follow-ups, and scheduling using Google Calendar, Calendly, and Outlook.
- Responded to 30-50 emails and chat inquiries daily with a consistent 95%+ satisfaction rating.
- Created and maintained spreadsheets, handled data entry, and organized client documents in Google Drive, Dropbox, and Airtable.
- Used Trello, Asana, and ClickUp to manage tasks, set priorities, and meet deadlines.
- Managed client social media accounts (Facebook, Instagram) for basic engagement, scheduling posts using Canva and Buffer.
- Performed basic lead generation and CRM updates using tools like Notion.
- Coordinated Zoom meetings and took meeting notes with action items for clients.
- Ensured confidentiality by handling sensitive client information with security best practices.
- Known for excellent time management, adaptability, and being a self-starter with minimal supervision.



EDUCATION

Nueva Ecija University Of Science & Technology

Bachelor of Business Administration
Major in Financial Management

2018-2022

PHINMA Araullo University

Accountancy, Business and Management

2016-2018