



Ley-Ann Vargas

VIRTUAL ASSISTANT
SOCIAL MEDIA MANAGER &
STRATEGIST



EXECUTIVE SUMMARY

A meticulous professional with well-versed in providing quality administrative and customer service support through effectively handling remote office procedures and calls. Effectively able to meet set deadlines and process information through well-honed research skills.



SKILLS AND EXPERTISE

- E-mail handling and Email inbox optimization
- Calendar & Meeting Scheduling
- Research, Data Collection and Data Entry
- SMM (scheduling posts)
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- MS Office (Word, Excel, PowerPoint, Outlook)
- Other administrative support.

CONTACT ME AT:



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Address: Tanza, Cavite,
Philippines, 9200

SCHOOLS ATTENDED



BATANGAS STATE UNIVERSITY

BSIT & Office Management | June 2013 – 2017

- Knowledge in office works and procedures.
- Have studied Event Management, Front Office Management.
- Knowledge in daily office operations, including scheduling, correspondence, and data entry, Google workspace and Microsoft Office Suite (Word, Excel, PowerPoint) to prepare reports and presentations.

CHARACTER REFERENCE

- Haidee Sanchez
haideesanchez74@gmail.com
09065307931
HRO Senior Supervisor
- Davie Jade
daviejadepaiton@gmail.com
09451227322
Online Business manager

WORK EXPERIENCED

INBOUND CALL CENTER AGENT



ePerformax | September 2016 – March 2020

- Follow up customer calls where necessary.
- Document all call information according to standard operating procedures.
- Enter new customer information into the system.
- Process orders, forms, and applications.
- Provide customers with product and service information
- Complete call logs.
- Research required information using available resources.



WORK EXPERIENCED

CHAT SUPPORT REPRESENTATIVE | SME

TaskUs | April 2020– January 2023

- Acted as the primary point of contact for escalated travel-related concerns, ensuring swift and empathetic resolution to enhance customer satisfaction.
- Collaborated with internal departments and external partners, such as airlines and hotels, to investigate and resolve complex booking disputes and service failures.
- Maintained detailed documentation of escalated cases, ensuring accurate records for future reference and contributing to process improvements.

VIRTUAL ASSISTANT INTERN

Real Estate Agency

January 2023 – March 2023

- Managed and updated property listings across multiple platforms, ensuring accurate and timely information for potential clients.
- Maintained and organized client and property databases, streamlining information retrieval and communication processes.
- Conducted market research to support pricing strategies and marketing efforts, contributing to data-driven decision-making.
- Handled email correspondence and managed calendars, ensuring efficient scheduling and prompt responses to client inquiries.
- Created and managed social media content to enhance online presence and attract potential buyers.



WORK EXPERIENCED

HR SPECIALIST | MY LIFE ADVISOR

ADP PHILIPPINES | March 2023 – November 2024

- Communicate and educate participant's on processes and procedures utilizing CRM Knowledge Base and Employee Self-Service Tools
- Respond to questions from HR, employees regarding payroll HR, benefits services including annual enrollment, ongoing transactions, and employee's applications as well as increasing knowledge of benefits, payroll and HR

SOCIAL MEDIA MANAGER & STRATEGIST

PTN Records | December 2024 – February 2025

- Responsible in creating monthly contents for Instagram, Facebook posts or stories and other social media platforms
- Creating a shared Google drive to get the assets that I need
- Creating and editing graphic designs
- Scheduling of contents using Meta Business Suite for Instagram and Facebook
- Responsible in responding to the target audience's comments or direct messages
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VIRTUAL ASSISTANT CERTIFIED TRAINING



SOCIAL MEDIA MANAGEMENT:

Developed proficiency in social media management strategies, including content creation, scheduling, engagement, and analytics assessment.

GRAPHIC AND VIDEO CREATION USING CANVA:

Acquired skills in graphic and video design using Canva, including creating visually appealing content for various platforms and purposes.

DATA ENTRY:

Demonstrated expertise in accurate and efficient data entry techniques, ensuring the integrity and organization of information.

PROJECT MANAGEMENT:

Learned project management principles and techniques, including task organization, timeline management, and coordination with team members.

CALENDAR MANAGEMENT:

Mastered calendar management practices, including scheduling appointments, coordinating meetings, and organizing events to optimize time efficiency.

