

ERICA JOYCE BUNAG

VIRTUAL ASSISTANT

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Reliable and highly organized Virtual Assistant with a strong focus on helping clients save time and stay on track. Skilled in handling administrative tasks, managing schedules, and ensuring smooth day-to-day operations. Known for being detail-oriented, responsive, and always willing to go the extra mile to meet client needs. Committed to providing efficient and personalized support to help clients focus on what matters most.

KEY COMPETENCIES

Content Management	Attention to Detail and Accuracy	Strong interpersonal skills
Customer Service & Support	Calendar & Online Scheduling Management	Proactive and self-motivated
Critical Thinking and Problem Solving	Multitasking and Organizational Skills	Time Management and Prioritization
		CRM Management

PROFESSIONAL EXPERIENCE

Executive Assistant | Seven Task Force | January 2024 – July 2025

Handled GoHighLevel (GHL) setup for client accounts, including pipeline configuration, workflow automation, and A2P messaging compliance.

Managed day-to-day executive tasks such as scheduling, calendar management, email handling, and meeting coordination.

Assisted in onboarding clients and maintaining organized CRM data for efficient follow-ups and communication. Supported internal teams by preparing reports, organizing files, and ensuring smooth operations.

App/Cloud Support Associate | Accenture | Dec 2022 - Jan 2025

Delivered exceptional customer service while maintaining composure under pressure and managing multiple tasks.

Developed and deployed remediation scripts via SCCM to address non-compliant controls.

Led location support teams, ensuring timely and accurate remediation.

Analyzed non-compliant trends and created actionable work plans for resolution.

Managed antivirus, endpoint firewall, application, and device control policies for workstations using

Virtual Assistant | Prosper Wireless | July 2023 - Dec 2023

Provided remote administrative support, managing schedules, coordinating meetings, and handling email correspondence.

Performed accurate data entry, maintaining and updating company databases and records.

Prepared and formatted reports, presentations, and documents for management.

Assisted in organizing and managing digital files for efficient workflow and easy access.

Collaborated with internal teams to streamline processes and enhance productivity.

Content Moderator | Concentrix | May 2022 - Nov 2022

Monitored user-generated content to ensure compliance with community guidelines and company policies.

Reviewed and flagged inappropriate, offensive, or harmful content, including text, images, and videos.

Collaborated with team members to address escalating issues and ensure timely resolution of content violations.

Provided feedback to improve content moderation tools and processes for better efficiency.

Maintained a high level of attention to detail while managing a high volume of content in a fast-paced environment.

Customer Service Representative | iQor | Aug 2020 - Oct 2021

Managed high-volume inbound calls, addressing customer inquiries and resolving issues in a timely manner.

Processed service requests and claims, ensuring accurate and efficient handling.

EDUCATION

Bachelor of Science in Computer Science

New Era University
Quezon City

June 2018 - May 2022