



Maria Angela Morano Pagtalunan

Virtual Assistant / Data Entry / Social Media Manager



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ABOUT

To provide efficient and reliable virtual administrative support, leveraging organizational and time management skills to assist clients in various tasks and optimize operations.

EDUCATION

2012-2014

 **Clark College of Science and Technology, Mabalacat City, Philippines**

Course: Computer Secretarial

• Associate Degree

JOB EXPERIENCE

May 2020-July 2023

 **Social Media Manager**

GG's Gotomix (Own food Business)

- ▣ Managing social media platforms and campaigns
- ▣ Creating and scheduling engaging content
- ▣ Monitoring and moderating online interactions
- ▣ Analyzing performance metrics
- ▣ Implement strategies to increase brand visibility, engagement, and growth.

August 2022-August 2023

+ CRM Support

Convertical Network

- ▣ Collecting and analyzing customer data
- ▣ Managing multiple tasks in a fast-paced environment
- ▣ Collaborating effectively with customer care team members
- ▣ Using CRM systems for relationship management
- ▣ Providing software training to employees for customer data tracking
- ▣ Analyzing workflows and documenting solutions with MS Office and Google Sheets
- ▣ Improving CRM training and guidance for data compliance and consistency
- ▣ Setting up promotions and generating reports in CRM
- ▣ Optimizing system resources and customization for user efficiency
- ▣ Collaborating across teams to enhance the customer experience

October 2016-May 2019

+ Office Secretary

FAB Enterprises

- ▣ Adept at client and supplier communication, team management, and purchase order handling
- ▣ Meeting coordination, sales performance analysis, inventory management
- ▣ Supplier meeting scheduling, and data management for new store openings
- ▣ Strong organizational, communication, attention to detail, and analytical skills
- ▣ Collaborate with stakeholders for effective sales and inventory management

Office Secretary

Phil Happy Travel and Tours

- Strong organizational and communication skills for managing travel itineraries, and coordinating with clients, suppliers, and team members.
- Knowledge of travel booking systems and proficiency in office software for efficient reservations and document management.
- Attention to detail for accurate data entry and record-keeping. Research skills for gathering destination and accommodation information.
- Familiarity with travel regulations and requirements. Customer service orientation for assisting clients.
- Budgeting and financial management skills. Problem-solving abilities for resolving travel-related issues.
- Multitasking and time management to handle multiple requests. Interpersonal skills for building relationships.
- Flexibility and adaptability for handling changes.
- Language proficiency for effective communication.
- Professionalism and confidentiality in handling sensitive information.