

# MIKAELLA GUZMAN

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A Licensed Professional Teacher and highly skilled Virtual Assistant seeking a challenging role where I can leverage my expertise in organization, critical thinking, time management, and resourcefulness to deliver quality services and contribute to the success of the organization.

## SKILLS

- **Experienced Teacher**
- **Customer Service Representative**
- **Data Entry**
- **Entry Level of Graphic Designing**
- **Social Media Management**
- **Travel Management**
- **Utilization of Different Technology, Tools, Platforms, and CRM's**

## EXPERIENCE

### **Executive Virtual Assistant**

**January 2023 – April 2025**

**Company: Jasmine is a Brand**

#### **Role Overview:**

- Served as the executive assistant to the CEO, managing critical administrative tasks and ensuring smooth daily operations.
- Handled customer inquiries through calls and emails, ensuring timely and accurate responses.
- Performed data entry and maintained customer relationship management (CRM) systems for inquiries and invoicing.
- Provided support in customer service, tax consultations, and tax-related discussions.
- Created engaging content and managed social media presence using Meta Business Suite,

crafting posts and relevant hashtags.

- Utilized tools such as multiple software of the client related to business, Tax Softwares, Canva for design tasks and RingCentral for communication needs.

### **Customer Service Representative and Document Processor**

August 2022- March 2025

**Company: American Best Credit**

#### **Role Overview:**

- Served as the customer service representative, handling a range of administrative tasks to support daily business operations.
- Managed customer documents, inquiries, and communications through calls and emails, ensuring prompt and effective responses.
- Conducted data entry and maintained customer relationship management (CRM) systems for inquiries and invoicing.
- Utilized CDM (Customer Data Management) and Dialpad for client's communication.

### **Personal Virtual Assistant**

December 2020 – December 2022

**Company: JFT Group**

#### **Role Overview:**

- Acted as the personal assistant to the CEO, managing a variety of administrative tasks to support daily operations.
- Handled customer inquiries through calls and emails, ensuring efficient communication.
- Managed logistic transactions and performed data entry to maintain accurate records.
- Utilized CRM systems to handle customer inquiries and process invoices.
- Leveraged Vonage for communication, Intuit, QuickBooks for financial management, and Method for project management.

**Personal Assistant**

October 2016 – April 2019

**Company: EM Construction Company**

**Role Overview:**

- Coordinated with clients to understand and fulfill their demands and requests during consultations.
- Took detailed notes during negotiations to ensure accurate records of discussions and agreements.
- Managed invoicing processes for the company's material requests to suppliers.
- Drafted and created contracts for both parties, ensuring clarity and compliance with company policies.

**EDUCATION**

**Master of Arts in Education Major in English** June 2019 - December 2022

*Don Honorio Ventura State University, PH*

**Bachelor of Secondary Education Major in English** June 2014 - April 2018

*Don Honorio Ventura State University, PH*