



# MICHELLE

# ALFEREZ

## VIRTUAL ASSISTANT

### CONTACT ME AT

✉ michellealferez54@gmail.com

💻 PORTFOLIO: <https://www.canva.com/design/DAGp1hMNMQRQ/vsGAYzH3Rctu75whTky5JQ/edit>

### SOFTWARE AND TOOLS:

- Gmail
- Google calendar
- GSuite
- MS Office
- Facebook
- Instagram
- Canva
- linked
- wordpress
- adobe express
- CRM
- Cad

### PERSONAL PROFILE

Motivated and detail-oriented Virtual Assistant with 9 years of experience in supporting customer across multiple industries (e-commerce, telecommunication, etc.). Adept at handling a variety of tasks including email management, calendar scheduling, data entry, and customer service with efficiency and discretion.

### WORK EXPERIENCE

#### CUSTOMER SERVICE SUPPORT & TECHNICAL SUPPORT

(JULY 6, 2017 - MAY 2025)

- Answering and directing phone calls to relevant staff.
- Scheduling meetings and appointments
- Taking notes and minutes in meetings.
- Managing, recording, and reporting financial transactions, such as invoices, receipts, payments, expenses, taxes, and more, using various software and tool.
- Creating, designing, developing, and maintaining e-commerce websites for my clients
- Technical troubleshooting.

### EDUCATION HISTORY

- Mapua Institute of Technology
  - BS Industrial Design
- Technological Institute of the Phillipines
  - BS Architecture