

# MIRALUNA ARELLANO

VIRTUAL ASSISTANT

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Twitter: @Mirapacs

## PROFILE

I'm confident in my ability to make anything I put my mind to success. I work quickly, positively, and efficiently because I love what I do. I'm extremely motivated and a great manager of time..

## SKILLS

- Flexible Administrative Skills
- Data Entry and Product Listing Advertising
- Sales and Marketing
- Internet Research
- Article writing and web management
- Expertise in Google products, Microsoft offices and other Virtual Assistant software tools

## EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT

DEC 13, 2018 - PRESENT

- Article, Content and Product Description Writer
- Cold Email Specialist
- Facebook Ads Manager

### CUSTOMER SERVICE SENIOR ASSOCIATE

WNS GLOBAL SERVICES | DEC 2015 - AUG 2018

- Email and Live Chat Communication
- Situation Evaluation and Attentiveness
- Empathy and Persuasion Skills
- Time Management and Flexibility
- Closing Ability

### TECHNICAL INTERN TRAINEE

KABUSHIKIGAISHA -DAILY EGG LTD. CO. |

DEC 2013 - DEC 2014

- I Worked as a production operator in which I performed product segregation, checking, packing and maintained 5S in the workplace.

## EDUCATION

### BACHELOR OF ACCOUNTANCY

UNIVERSITY OF MINDANAO | 2008 - 2010

## REFERENCE

### DHAMIELYN SARNO

PRO VA PH, PROJECT MANAGER

dhamsarno@gmail.com