AIZA BERNARDO

Virtual Assistant | Administrative Support Specialist | Client & Operations Coordinator

Dipaculao, Aurora, Philippines

PROFILE

Administrative and Virtual Support Professional with experience supporting Australian-based accounting and business operations through client communication, documentation management, reporting, and database administration. Proven ability to manage sensitive information, coordinate remote workflows, maintain accurate records, and provide dependable administrative support in fast-paced environments. Recognized for professionalism, attention to detail, strong organizational skills, and the ability to work independently while delivering high-quality results.

PROFESSIONAL EXPERIENCE

Administrative Support Officer
Rapid Return Pty Ltd
July 2025 - Present **|** Part-time WFH

- Maintained and updated client records within ATO Online Services for Agents, ensuring accurate documentation and supporting efficient tax return processing.
- Generated ICA and ITA reports to support tax return preparation and accounting operations.
- Managed client profiles in GovReport, improving record accuracy and supporting streamlined workflow management.
- Coordinated with clients through professional email correspondence, improving document collection efficiency and supporting timely tax return preparation.
- Organized and maintained digital filing systems, enabling efficient document retrieval and reducing administrative delays.
- Collaborated effectively with remote team members while maintaining high standards of accuracy, confidentiality, and client service.

Administrative Assistant
Tablang Corporation
December 2023 – Present **|** Full-time

- Prepared monthly operational reports and administrative documents that supported management decision-making and business operations.
- Maintained organized records and documentation systems, improving accessibility and ensuring data accuracy.
- Performed data entry and database updates using Microsoft SQL, contributing to reliable and up-to-date company records.
- Assisted in coordinating reports, records management, and administrative activities across multiple departments.
- Handled sensitive information with a high level of professionalism and confidentiality.

Administrative Assistant Intern
CLSU Gender and Development Office
January 2023 – May 2023

- Demonstrated adaptability by learning Adobe Photoshop independently and applying newly acquired skills to produce professional publication materials.
- Prepared meeting minutes and maintained organized documentation for internal reporting.
- Assisted with community data gathering, interviews, and development program activities.
- Supported event coordination and served as program and radio host during institutional campaigns.

EDUCATION

Central Luzon State University | 2019 – 2023
Bachelor of Science in Development Communication

CERTIFICATIONS

Eastern Mindoro College Inc. | 2025

- Certificate of Professional Education

TOOLS AND SYSTEM

- ATO Online Services for Agents
- GovReport
- Google Sheet
- Dealer Information System

SKILLS

- Administrative Support & Virtual Assistance
- Client Communication & Email Management
- Records & Document Management
- Data Entry & Database Maintenance
- Report Preparation, Calendar & Task Coordination
- Tax Documentation Support & Remote Team Collaboration
- Confidentiality & Compliance
- Attention to Detail & Time Management
- Microsoft Office Suite & Microsoft SQL
- Canva & Adobe Photoshop