JIEMMA V. MAJEN

PROFESSIONAL VIRTUAL ASSISTANT

MacArthur, Leyte, Philippines

PROFESSIONAL PROFILE

Detail-oriented Virtual Assistant with formal training in General Virtual Assistance, Medical Virtual Assistance, Basic Bookkeeping (Xero and QuickBooks), and Social Media Management. Background spans administrative support, calendar and appointment scheduling, data entry, email management, lead generation, and content planning, complemented by prior experience in loan processing, compliance, and inventory/supply chain coordination. Known for accuracy, adaptability, and a strong commitment to meeting deadlines, with a continuous drive to learn new tools and systems that support business operations.

CORE SKILLS

- Email & Calendar Management
- Appointment Scheduling
- Data Entry
- Lead Generation
- Project Management (Trello)
- Email Marketing
- Basic Bookkeeping (Xero, QuickBooks)
- Microsoft Office & Google Workspace
- Canva Editing

WORK EXPERIENCE

Administrative Aide
Government Agency | June 2024 – 2025

- Prepared, filed, and managed documents, reports, and records, maintaining organized and confidential filing systems.
- Handled communications by answering phone calls, responding to emails, and relaying messages between offices.
- Organized meetings, appointments, and calendars to support smooth daily operations.
- Inputted and updated data across systems and spreadsheets, ensuring accuracy and consistency.

Loan Officer
Negros Women for Tomorrow Foundation | August 2023 – June 2024

- Evaluated loan applications by reviewing financial information to assess client creditworthiness.
- Processed loan documentation, ensuring accuracy and completeness for timely approvals.
- Maintained compliance with lending regulations and internal company policies.
- Promoted loan products and consistently worked toward meeting lending targets.

Redemption Officer
Tom's World | March 2018 – September 2021

- Managed warehouse operations, including procurement of goods and inventory control.
- Processed purchase orders to support efficient and reliable supply chain operations.

EDUCATION

Master of Public Administration
Cebu Technological University | January 2025 – Present

Bachelor of Secondary Education, Major in Social Studies
Abuyog Community College | December 2020 – August 2022

Bachelor of Science in Hotel, Restaurant and Tourism Management
Isabela State University, Main Campus | June 2013 – June 2017

CERTIFICATIONS

- Licensed Professional Teacher — Professional Regulation Commission, May 2023
- Civil Service Professional Eligibility — Civil Service Commission, August 2022