Kenny Mae S. Samoranos | Business Virtual Assistant

Virtual Reception Operation • Administrative Assistance • Content Review & Moderation • Customer Support

"Managing daily operations, digital content, and customer experiences with reliable & consistent remote support".

Cebu City, Philippines

PROFESSIONAL SUMMARY

Detail-oriented and adaptable Virtual Assistant with experience providing administrative support, front desk operations, content review and moderation, social media content monitoring, customer support, and basic bookkeeping assistance. Skilled in managing digital records, handling data entry, organizing workflows, reviewing user-generated content (UGC), and ensuring compliance with content standards and policies. Experienced in reviewing high volumes of social media content, verifying information through online research, and maintaining accuracy and quality standards based on client requirements and Service Level Agreements (SLAs). Proficient in providing virtual reception support, email and chat-based assistance, customer service support, sales record management, and administrative coordination. Familiar with content planning, content creation support, content review processes, and supporting online business operations. Developed foundational bookkeeping skills using QuickBooks and Xero, including account reconciliation, accounts payable and receivable, financial transaction recording, account management, and maintaining organized financial records aligned with Australian bookkeeping practices. Experienced in using tools such as Microsoft Excel, Microsoft Outlook, QuickBooks, Xero, Google Search, and digital workflow platforms to support daily operations and improve task organization. With proven experience handling detailed tasks, maintaining accurate records, and supporting fast-paced environments, ready to provide reliable remote support as a Content Moderator, Virtual Receptionist, and Administrative Virtual Assistant. Skilled in assisting businesses with virtual front desk operations, administrative tasks, email and chat support, content review and moderation, social media monitoring, data management, and daily operational support to improve workflow efficiency and maintain quality service delivery.

KEY COMPETENCIES

- Content moderation
- Social media content review
- Community standards compliance
- Social media platform policy enforcement
- Content quality assurance
- Content monitoring
- User Generated Content review
- Content verification
- Google search verification
- Online research
- Data entry & data validation
- Data clean-up & accuracy
- Information verification
- Case management
- Email support & chat support
- Ticket management
- Client issue resolution
- Customer issue tracking
- SLA compliance
- Workflow management
- Productivity tracking
- Project management & task tracking
- Spreadsheet management
- Document filing and data organization
- Record management
- Administrative support
- Front desk operations
- Calendar management
- Appointment scheduling
- Front office coordination
- Database management
- Reservation management
- Customer record management
- Guest registration
- Guest assistance & visitor management
- File organization & file management
- Social media management
- Basic bookkeeping
- Sales record maintenance
- Financial data entry
- Account reconciliation
- Financial record maintenance
- Journal entries
- Bank reconciliation
- General ledger maintenance
- QuickBooks & Xero Setup
- Australian bookkeeping standards
- Accounts payable & Accounts receivable
- Financial reporting (financial statements, P&L)
- Operational reporting

TOOLS/PROGRAMS

Project Management & CRMs: Trello, ClickUp
Bookkeeping & Finance: QuickBooks, Xero, Microsoft Excel, Google Sheets
Communication & Collaboration: Slack, Zoom, WhatsApp, Microsoft Teams, Google Meet, Discord
Content Creation & Social Media: Canva, Meta Business, Instagram
Admin Support & Productivity: Microsoft Office (Word, Excel, PowerPoint, Outlook, OneDrive), Google Workspace (Drive, Docs, Gmail, Forms, Sheets, Calendar)
Artificial Intelligence (AI): ChatGPT, Google Gemini

WORK EXPERIENCE

Content Moderator – Wipro
Onsite – Cebu City, Philippines | November 2022 – June 2026

- Reviewed and moderated high volumes of user-generated content across Facebook and Meta Business Suite, ensuring all moderation decisions complied with community standards, client policies, and established Service Level Agreements (SLAs) while maintaining high levels of accuracy and quality
- Performed data entry and online research to support platform operations and content moderation decisions by using Google Search to verify the authenticity and context of posted content before determining appropriate actions
- Monitored reported content for potential policy violations and applied moderation guidelines consistently to ensure compliance with platform standards
- Managed productivity tracking and reporting using Microsoft Excel and utilized Microsoft Outlook for internal communication and workflow coordination
- Provided email and chat support to assist users with content-related inquiries and resolve issues escalated through Meta Support, delivering timely and accurate resolutions in accordance with client procedures and service quality expectations

Bookkeeper Intern (QuickBooks & Xero) – Digital Bytes Financial Services
Remote – Quezon City, Philippines | November 2025 – December 2026

- Internship was the entire month of November 2025 for QuickBooks and December for Xero where I performed basic bookkeeping tasks using QuickBooks and Xero, including recording financial transactions, maintaining accurate financial records, and managing accounts in accordance with Australian bookkeeping standards and best practices
- Assisted with data entry, account reconciliation, and the organization of financial information while ensuring accuracy and attention to detail
- Developed a strong foundation in bookkeeping principles, financial record management, and the effective use of cloud-based accounting software in a professional remote environment

Receptionist – TGI Fridays
Onsite – Cebu City, Philippines | August 2018 – July 2019

- Managed front desk operations by welcoming and assisting an average of 100+ guests during peak seasons while maintaining a professional and customer-focused experience
- Accurately recorded and maintained sales transactions using Microsoft Excel, ensuring data accuracy and organized recordkeeping
- Updated, categorized, and managed sales files to keep records complete, error-free, and easily accessible for daily operations
- Coordinated guest inquiries and front desk activities efficiently in a fast-paced restaurant environment, contributing to smooth service and operational efficiency

EDUCATION & CERTIFICATIONS

Bachelor of Science in Hotel and Restaurant Management – Misamis University
QuickBooks Online Account Certification – Intuit QuickBooks, November 2025
Xero Payroll Specialist – Xero, December 2025
L1 Xero Certified Associate – Xero, December 2025