MICHELLE LACSON

Address: Antipolo City, Rizal, Philippines

SUMMARY

Detail-oriented Virtual Assistant with 1+ years of administrative and operations support experience and 9 years in customer service at Mercury Drug Corporation. Skilled in payment reconciliation, report preparation, social media content creation, bookkeeping support, and process coordination. Highly organized, tech-savvy, and committed to helping businesses improve efficiency and maintain accurate records.

WORK EXPERIENCE

General Virtual Assistant,Flex Fitness-NZ **Nov 2024 - Present**

- Managed and resolved failed membership payments, improving collection turnaround time and reducing outstanding balances.
- Managed email communications and responded to member inquiries in a timely and professional manner.
- Processed membership cancellation and suspension requests while ensuring compliance with company policies and procedures.
- Prepared and reviewed unauthorized access reports to maintain member safety and ensure compliance with club policies.
- Created content and designed visuals for Meta (Facebook and Instagram) advertising campaigns.
- Reviewed staff reconciliation reports to ensure compliance and accurate system log-ins.

Pharmacy Cashier, Mercury Drug Corporation **May 2016 - April 2025**

- Processed customer transactions accurately and efficiently using a POS system.
- Provided exceptional service, resolving inquiries and addressing concerns.
- Managed document organization and maintained accurate record-keeping systems.
- Prepared daily and monthly sales reports for management review.
- Verified prescriptions for accuracy and compliance with regulatory standards, demonstrating strong attention to detail.
- Delivered excellent customer service, resolving inquiries efficiently.
- Managed Inventory supplies and coordinated timely reordering to ensure uninterrupted operations.

Administrative Assistant, BDO Unibank, Inc. **June 2015 - March 2016**

- Supported billing and requisition documentation within the ITO-SCM department.
- Maintained organized document tracking systems.
- Entered and updated data into systems with attention to detail.
- Assisted in improving internal document processing efficiency.

EDUCATION

Bachelor of Business Administration, Major in Marketing Management
Our Lady Of Fatima University
June 2011 - March 2015

ADDITIONAL INFORMATION

- **Skills:** Administrative support, calendar management, data entry and documentation, customer service, organization skills, accounting support
- **Tools :** Microsoft Office (Word, Excel, Powerpoint, Outlook), Google Workspace (Docs, Sheets, gmail,meet, Drive), Zoom, Sinch message media, Hapana, connect team, higgsfield.ai, Chat Gpt, Nx witness, TeamViewer, Canva, Capcut
- **Languages:** English, Tagalog
- **Certifications:** General virtual assistance training - ProVA.ph, 2024 , Online bookkeeping course training - ProVA.ph, 2024.