

# Leira Marie Azurin

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Location: Santiago City, Isabela, Philippines

## Professional Summary

Detail-oriented and reliable General Virtual Assistant with experience in content research, online trend analysis, and team collaboration. Proven background in data entry, online research, non-voice customer support, and administrative work in both corporate and government environments. Adept at working independently in remote settings while meeting deadlines and quality standards.

## Core competencies

- Data Entry & Database Management
- Lead Generation & Online Research
- Administrative & Clerical Support
- Customer Service (Non-Voice)
- Social Media Management
- Order Tracking & Fulfillment
- Attention to Detail & Time Management
- Independent Remote Work

## Tools & Platforms

- Google Workspace (Sheets, Docs, Forms, Drive)
- Microsoft Office (Excel, Word)
- Facebook Page Management & Meta Ads (basic)
- CRM & Client Database Systems
- Chat Support Tools (Messenger, Inbox)

## Professional Experience

### Support Staff

4th Congressional District Office of Isabela | 7/2024 – 9/2025

- Managed and encoded client data for educational and medical assistance programs.
- Assisted constituents with inquiries, ensuring efficient and client-centered support.
- Coordinated with teams for program implementation and event support.

### General Virtual Assistant (Content Research & YouTube Support)

Remote | 7/2023 – 5/2024

- Researched trending Korean dramas and popular tourist destinations in South Korea to support YouTube content creation.

- Created clear summaries and plot breakdowns of K-dramas for engaging and informative video scripts.
- Identified and sourced specific drama clips based on exact timeline requirements.
- Reviewed team outputs and provided constructive feedback to improve content quality and accuracy.
- Collaborated with the team to develop trend-driven video ideas aimed at increasing YouTube engagement and reach.
- Supported the end-to-end workflow of creating viral videos.

### **Facebook Page Manager**

K Gold Beauty Essentials Corp. | Remote | 11/2023 – 7/2024

- Managed posts, engagement, product updates, and ad campaigns.
- Responded to customer inquiries and tracked orders to delivery.

### **Non-Voice Chat Support Representative**

K Gold Beauty Essentials Corp. | 3/2021 – 9/2021

- Handled chat-based customer support and order processing.
- Maintained accurate records using Google Sheets and ensured timely delivery.

## **Education**

**AMA Computer College – Santiago Campus**

Bachelor of Science in Computer Engineering

## **Availability**

Remote | Part-time or Full-time