




MARIBEL CONGO

Virtual Assistant | Administrative & Digital Support

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PROFESSIONAL PROFILE

Proactive and organized virtual assistant with experience in administrative support, digital customer service, and development of custom digital tools. Experienced in creating task management applications and expense tracking/reporting applications, improving productivity and workflow. Known for efficiency, adaptability, and clear communication. Seeking dynamic projects where I can provide professional support and innovative digital solutions.

PROFESSIONAL EXPERIENCE

Virtual Assistant – Administrative & Digital Support | 03/2024 – 06/2025

- Organized and planned tasks and projects using Trello, optimizing workflow.
- Managed emails and customer support via WhatsApp, ensuring fast and effective responses.
- Coordinated calendars and meetings using Google Calendar.
- Designed and scheduled social media posts using Canva.
- Supported digital projects and task tracking in remote teams.

Development & Management of Custom Applications

- Task Management App: organizes projects and tasks with integrated calendar, improving team productivity.
- Expense Tracking & Reporting App: tracks and generates financial reports, facilitating planning.
- Developed and managed an online store from scratch (HTML, CSS, JavaScript).
- Created visual content and managed social media for promotion and sales.
- Provided personalized customer support via WhatsApp and social networks.

EDUCATION & COURSES

- Frontend Development – Ada ITW (Sep 2023 – Sep 2024)
- Digital Skills – Ministry of Labor (Sep 2024)
- Digital Marketing – Ministry of Labor (Jan 2024)
- Cloud Digital Skills – Ministry of Labor (May 2024)

KEY SKILLS

- Digital customer support and professional communication
- Administrative management and online coordination
- Development of custom web applications
- Visual content creation and basic digital marketing
- Digital tools: Trello, Google Workspace, Office 365
- Web development: HTML, CSS, JavaScript
- Languages: Spanish (native) | English (intermediate)

TOOLS

- Management: Trello, Google Workspace
- Productivity: Microsoft Office (Word, Excel, PowerPoint, OneNote)
- Communication: Gmail, Meet, Zoom
- Digital: Social media, basic web support