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## Education

### Bachelor of Science in Business Administration

University of Manila

Graduated: May 2020

- Major: Marketing
- Relevant Coursework: Business Communications, Administrative Management, Data Analytics, Customer Relationship Management
- Dean's List: 2018-2020

## Expertise

- Virtual Assistant Support
- Email Management
- Customer Service
- Data Entry & Research
- Social Media Management
- Time Management
- Remote Collaboration

## Language

English – Fluent

Tagalog – Native

# CATHY M. DELA CRUZ



## Profile

A motivated and detail-oriented individual seeking an opportunity as a Virtual Assistant. Although I do not have formal experience yet, I am highly organized, eager to learn, and committed to developing my skills in administrative support, email management, scheduling, and customer service to help businesses stay productive and efficient.



## Work Experience

2022

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2025

### TaskUs

Manager

- Managed client communications professionally
- Scheduled meetings and organized calendars
- Assisted with administrative support tasks
- Resolved customer concerns efficiently
- Maintained high customer satisfaction ratings



## CORE SKILLS

- Administrative Support
- Email & Calendar Management
- Customer Support
- Data Entry & Online Research
- Social Media Management
- Communication & Collaboration
- Remote Work Efficiency



## TECHNICAL SKILLS

- Microsoft Office (Word, Excel, PowerPoint)
- Google Workspace (Docs, Sheets, Gmail, Calendar)
- Zoom & Online Communication Tools
- Social Media Platforms



## CERTIFICATIONS

- Virtual Assistant Professional – Online Training, 2022
- Social Media Management – Coursera, 2021