



Ralph Bernard Bernaldo Serrano

Executive Virtual Assistant

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📅 18/06/1987 🔗 <https://ralphbserrano.wixsite.com/thrive>

🌐 [linkedin.com/in/ralphbserrano](https://www.linkedin.com/in/ralphbserrano)

📘 <https://www.facebook.com/va.ralphbserrano/>

📺 <https://www.youtube.com/@RalphBernardSerrano>

🧩 CAREER OBJECTIVE

Results-driven Virtual Assistant with 13+ years of experience in **project management**, **business administration**, and **technical support**. Seeking to leverage my skills in virtual assistance and video editing to contribute to a dynamic team. Proven track record in **managing complex workflows**, fostering **strong client relationships**, and ensuring **meticulous record-keeping**. Proficient in project management tools, communication platforms, and basic video editing software. Committed to continuous learning and exceeding expectations.

🧠 CORE PROFICIENCIES

Technical Skills — Project Management (Asana, ClickUp) | **Communication** (HubSpot, Keap) | **Microsoft Office Suite** (Word, Excel, PowerPoint, Outlook) | **Content Management** (WordPress) | **Video Editing** (learning **Premiere Pro**, **Photoshop**, and **Davinci Resolve**) | **Graphic Design** (Canva) | **Social Media Management** (Facebook, Instagram, LinkedIn) | **CRM Software** (Salesforce) | **Customer Support Software** (Zendesk, Intercom) | **Data Analysis** (Excel, Google Sheets) | **Google Suite** (Gmail, Drive, Docs, Sheets, Slides)

Soft Skills — Client Communication | **Time Management** | **Organization** | **Interpersonal Skills** | **Problem-Solving** | **Adaptability** | **Customer Service** | **Empathy** | **Teamwork** | **Active Listening** | **Attention to Detail** | **Initiative** | **Flexibility** | **Negotiation** | **Persuasion** | **Presentation Skills**

👛 PROFESSIONAL EXPERIENCE

2011 – 2020
San Pedro, Laguna,
Philippines

JBY Industrial Supply and Services

AutoCAD Designer & Virtual Assistant

- **Streamlined workflows** and **increased operational efficiency by 25%**.
- **Managed multiple AutoCAD design projects** and **exceeded client expectations**.
- **Provided comprehensive virtual assistant services**, including scheduling, email management, and project record-keeping.
- **Handled bookkeeping tasks** to ensure accurate financial records.
- **Collaborated with internal teams** for smooth project execution.

2007 – 2011
Parañaque,
Philippines

REHUB Internet Café

Owner

- **Oversaw daily operations**, ensuring exceptional customer service.
- **Provided technical support** and **managed internet access**.
- **Implemented security protocols** and **offered value-added services**.
- **Developed and managed content** for marketing promotions.

EDUCATION

2024 – 2024
Davao, Philippines

Executive Assistant Apprenticeship Program

Surge Freelancing Marketplace

2024 – 2024
Davao, Philippines

Masterclass Virtual Assistant

Surge Freelancing Marketplace

- **Accomplishments:**
 - **Gold Certificate of Completion**
 - Awarded "**Best in Web Management**" and "**Best in Setting a Freelancing Brand**"

2012 – 2013
Muntinlupa,
Philippines

Advance Diploma in Gaming and Animation Technology

Informatics College Northgate

2004 – 2005
Manila, Philippines

B.S. Electronics and Communications Engineering

Mapúa Institute of Technology

1999 – 2004
Parañaque,
Philippines

6th Grade - 4th Year Highschool

St. James College of Parañaque

1994 – 1999
Makati, Philippines

Pre-school - 5th Grade

Don Bosco Technical Institute

REFERENCES

Bernardo F. Bernaldo, Owner/General Manager, Jby Industrial Supply and Services
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Gracia P. Pinafiel, Secretary, Jby Industrial Supply and Services
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DECLARATION

I hereby declare that all the information given above is true and correct to the best of my knowledge. All the information shared in the resume is correct, and I take full responsibility for its correctness. I solemnly declare that the information in this resume is true to the best of my knowledge and belief.



Ralph Bernard Serrano