



ABDUL

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Virtual Assistance
- Administrative Support
- Digital Marketing Support
- Social Media Management
- Social Media Campaign Management
- Content Planning & Scheduling
- Newsletter Creation
- Customer Service
- Client Relations
- Client Communication & Support
- Email & Inbox Management
- Calendar Management & Scheduling
- CRM Management
- Bookkeeping Support
- Bank Reconciliation
- Financial Record Maintenance
- Data Entry
- Document Management
- Website Editing & Maintenance
- Campaign Automation
- Customer Onboarding
- Payment Processing
- Account Management
- Task Coordination
- Workflow Organization
- Problem Solving & Issue Resolution

TOOLS

- Xero
- HubSpot
- GoHighLevel
- Asana
- CapCut
- Canva
- Wix Studio
- Figma
- Google Workspace
- Microsoft Office Suite

Results-driven Virtual Assistant with 3+ years of experience in administrative and operational support, complemented by 7+ years of customer service and client relations experience supporting diverse business needs. Proven track record of managing calendars and inboxes, coordinating client communications, maintaining CRM and business records, supporting bookkeeping tasks, creating social media campaigns, and streamlining day-to-day workflows to ensure efficient operations and positive customer experiences. Brings strong expertise in administrative support, CRM management, Google Workspace, social media management, customer service, and task coordination, helping organizations improve productivity, maintain organized operations, and deliver reliable support to clients and internal teams

WORK EXPERIENCE

VIRTUAL ASSISTANT/ADMINISTRATIVE SUPPORT

Love Bookkeeping (Freelance Client) | 1 Year, 2 Months

- Managed administrative tasks, scheduling, inbox organization, client communication, data entry, document preparation, and record management while providing bookkeeping support including bank reconciliations and activity statement lodgement. Created social media content and presentations using Canva, managed social media campaigns, supported website updates, and assisted with campaign launch automations and day-to-day business operations.

ADMINISTRATIVE SUPPORT

TOA Global (Construction Company) | 2023 – 2024 (1 Year)

- Provided administrative and client support, managed inboxes, calendars, appointments, reports, documents, and SOPs, responded to inquiries through phone, email, chat, and CRM systems, supported customer onboarding, processed payments and cancellations, handled overdue accounts, and coordinated communication between departments.

CUSTOMER SERVICE SPECIALIST

Accenture | 2019 – 2023 (4 Years)

- Responded to customer inquiries through phone, email, and chat, assisted with product, service, and account concerns, resolved issues promptly, and conducted follow-ups to maintain high customer satisfaction.

BARISTA MAESTRO/HEAD BARISTA

Costa Coffee | 2017 – 2019 (2 Years)

- Assisted customers, addressed service-related concerns, supported daily operations, and worked collaboratively with team members to maintain efficient service and positive customer experiences.

CUSTOMER SERVICE ASSOCIATE

Convergys Philippines, Inc. | 2015 – 2017 (2 Years)

- Provided customer support through phone, email, and chat, resolved customer concerns efficiently, and collaborated with team members to ensure smooth operations and positive customer experiences.

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