



RUBY

VIDEO INTERVIEW

EXPERTISE SKILLS

- Administrative Operations Management
- Administrative Support
- Executive Assistance
- Email Management
- Calendar Coordination
- Appointment Scheduling
- Data Entry & Records Management
- Document Preparation
- File Organization
- Chat Support
- Customer Service
- Client Communication
- Order Processing
- Order Tracking
- Shipment Tracking
- Complaint Resolution
- Event Coordination
- Meeting Coordination
- Logistics Coordination
- Workflow Organization
- Reporting & Documentation
- Inventory Tracking
- eCommerce Operations
- Courier Coordination
- Digital Records Management

TOOLS

- Asana
- Trello
- Notion
- Canva
- Dropbox
- Meta Ads Manager
- Google Workspace
- Microsoft Office 365
- Zoom
- Slack

Results-driven Virtual Assistant with 6+ years of experience providing executive support, administrative coordination, customer service, and eCommerce operations in remote environments. Proven track record of managing high-volume inboxes and calendars, coordinating multi-stakeholder schedules and events, supporting order fulfillment for 100+ monthly orders, handling 30–50 daily customer inquiries with under 2-hour response times, and maintaining a 90%+ repeat-buyer rate through exceptional client service. Brings strong expertise in calendar and email management, data entry, workflow coordination, customer support, eCommerce operations, and remote collaboration tools, helping organizations streamline daily operations, improve productivity, and deliver outstanding client experiences.

WORK EXPERIENCE

OPERATIONS & ADMINISTRATIVE COORDINATOR

Must Have Bottoms PH (Remote) | 2023 – 2026 (3 Years)

- Managed end-to-end order fulfillment and shipment tracking for an e-commerce business, maintained customer communication and inventory records, coordinated courier follow-ups and delivery confirmations, handled 30–50 customer inquiries daily, and ensured efficient operations while maintaining a high repeat-buyer rate.

ADMINISTRATIVE ASSISTANT

Kingdom of Jesus Christ (KOJC) | 2019 – 2023 (4 Years)

- Performed data entry and records management for an organization with over 1,000 members, coordinated schedules and logistics for recurring activities, prepared reports and internal documents, and provided administrative support across multiple departments while meeting operational deadlines.

EVENT COORDINATOR/VIRTUAL EXECUTIVE ASSISTANT

Keepers Club International (Remote) | 2021 – 2023 (2 Years)

- Coordinated executive calendars, appointments, and event logistics, managed client communications and administrative correspondence, organized meeting agendas and post-event documentation, maintained structured digital filing systems, and supported daily virtual operations for the executive team.

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