


QUEENIE RENZ ANGELA B. PEÑAFLO



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 Barangay GPS Zone 1,
Callejo Block 2, Koronadal
City, South Cotabato

Education

PRIMARY SCHOOL

NEW ISABELA
CENTRAL ELEMENTARY SCHOOL
(Barangay New Isabela, Tacurong City)
2007 - 2012

JUNIOR HIGH SCHOOL

NOTRE DAME SIENA COLLEGE OF
TACURONG
(Lapu-Lapu street Tacurong City)
2012 - 2016

SENIOR HIGH SCHOOL

NOTRE DAME SIENA COLLEGE OF
TACURONG
(Lapu-Lapu street Tacurong City)
2017 - 2019

Expertise

General Virtual Assistant
Executive Virtual Assistant
Social Media Management

Language

English
Tagalog

Profile

I possess strong verbal and written communication skills, allowing me to interact with customers in a clear, courteous, and professional manner. I am adept at actively listening to customer concerns and articulating solutions effectively. I remain calm and composed, even in challenging situations or when dealing with difficult customers. My patience enables me to handle inquiries and complaints with empathy and professionalism, striving for resolution while maintaining a positive attitude.

Work Experience

2018

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2020

Six Eleven Global Services

General Virtual Assistant

- I provide administrative assistance such as managing emails, scheduling appointments, coordinating meetings, and handling correspondence. Inputting and organizing data into spreadsheets, databases, or other software systems, as well as maintaining and updating records. Responding to customer inquiries, resolving issues, and providing assistance via email, chat, or phone.

2020

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2023

Real Estate: Houston Properties

Executive Virtual Assistant

- I schedule meetings, appointments, and events for the executive, coordinating with internal and external stakeholders, and managing conflicts or changes in the schedule. Serving as a point of contact between the executive and internal team members, clients, partners, and other stakeholders, relaying messages and facilitating communication as needed.

2023

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2024

Amazon VA

Social Media Account Manager

- I developed engaging and relevant content for social media platforms based on brand guidelines, target audience preferences, and marketing objectives. This includes creating posts, graphics, videos, and other multimedia content.



Tools

- Slack
- HubSpot CRM
- Microsoft Teams
- Todoist
- Asana
- Trello
- Monday.com
- Toggl
- Harvest
- Buffer
- Hootsuite
- Sprout Social
- Awario
- Helium 10
- RiteTag
- UTM.io
- Facebook Ads Manager
- Brandwatch
- Adobe Photoshop
- Canva
- Adobe Illustrator
- Adobe Premiere Pro
- DaVinci Resolve
- CapCut
- Adobe After Effects



Skill Sets

General Virtual Assistant

- Administrative Support
- Content Creation and Management
- Research and Data Analysis
- Social Media Management
- Customer Support
- Project Coordination and Management

Executive Virtual Assistant

- Administrative Support
- Marketing and Advertising
- Client Management
- Property Management
- Transaction Coordination

Social Media Account Manager

- Social Media Strategy and Planning
- Content Creation and Management
- Campaign Management
- Community Management
- Analytics and Reporting