

ORIEL GILO CANOY

Taguig City, Philippines

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PROFESSIONAL SUMMARY

Detail-oriented Executive Assistant & Project Support Virtual Assistant with experience supporting U.S.-based businesses in administrative coordination, customer communication, scheduling, invoicing support, and day-to-day operations. Experienced in managing customer inquiries, coordinating schedules, tracking project progress, supporting estimators, and maintaining operational workflows in remote environments. Familiar with QuickBooks, invoicing support, payment tracking, CRM systems, and executive administrative support. Seeking a long-term opportunity to contribute through organization, reliability, strong communication, and proactive support.

CORE SKILLS

- Executive & Administrative Support
 - Calendar & Appointment Scheduling
 - Customer Communication & Client Support
 - Email Follow-Up & Inbox Coordination
 - Project Coordination & Operations Support
 - Invoicing & Payment Tracking
 - QuickBooks (Basic Knowledge)
 - CRM & Database Management
 - Lead Follow-Up & Appointment Setting
 - Team Coordination & Documentation
 - Problem Resolution & Organization
 - Inbound & Outbound Calls
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PROFESSIONAL EXPERIENCE

Customer Service & Project Support Assistant

Pride Painting LTD

December 2025 – May 2026

- Assisted estimators with scheduling, estimate coordination, and customer appointment management.

- Managed daily inbound and outbound communication with customers and leads regarding estimates, schedules, and service inquiries.
- Conducted lead follow-ups through phone and email after estimates were provided to maintain customer engagement and support project conversion.
- Assisted customers with payment coordination and credit card processing.
- Supported project progress tracking and coordinated communication between customers and internal teams.
- Maintained operational workflows using Estimate Rocket and CRM systems to support business efficiency.

Lead Manager

Blue Ridge Ventures, LLC

July 2024 – March 2025

- Conducted outbound lead follow-up and customer communication to support business development efforts.
- Assisted with administrative coordination, lead tracking, and inbox management.
- Scheduled appointments and maintained accurate customer records.
- Participated in communication training to strengthen customer engagement and follow-up effectiveness.

Executive Assistant & Project Coordinator

Shadow1 Remodeling

March 2022 – January 2024

- Provided administrative and executive support, including scheduling coordination and day-to-day operational assistance.
- Coordinated project timelines and communication between clients, vendors, and internal teams.
- Assisted with procurement coordination and material tracking to support project completion.
- Maintained invoices, payment records, and company documentation.
- Supported client communication and project-related follow-ups to ensure smooth operations.

Administrative Assistant

JAX Expert Cleaning Services

August 2023 – January 2024

- Coordinated customer appointments and responded to service inquiries.
- Assisted with invoicing and purchase order processing.
- Maintained records and administrative documentation.

Customer Service Representative

Teleperformance

November 2013 – December 2015

- Provided phone and email customer support for billing and account-related concerns.
 - Resolved customer issues and maintained high service standards.
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TOOLS & SOFTWARE

QuickBooks (Basic) • Estimate Rocket • Google Workspace • Microsoft Office Suite • CRM Systems • Zoom • Slack • Microsoft Teams • Canva

EDUCATION

Bachelor's Degree in Criminology