

DONA MAE BALONG

General Virtual Assistant | Project Manager

donamae.snapsnax@gmail.com | +639603160773 | Davao City, Philippines 8000

PROFESSIONAL SUMMARY

Experienced Virtual Assistant and Operations Professional with 7+ years of corporate and international experience in accounting, procurement, project management, and customer service. Proven track record of managing projects end-to-end, optimizing processes, and delivering efficient business solutions for US and AU clients. Detail-oriented, adaptable, and results-driven professional who thrives in fast-paced remote environments.

CORE COMPETENCIES

Project Management | Accounts Payable & Receivable | Procurement & Vendor Management | Process Optimization | Client Relations | Quality Assurance | Administrative Support | Time Management | Team Collaboration | Problem-Solving

WORK EXPERIENCE

Project Manager | Daisy Blossom LLC, Camden, New Jersey (Remote)

September 2025 – May 2026

- Planned, organized, and oversaw client projects to ensure tasks were completed efficiently, accurately, and on time.
- Supported daily operations by assigning tasks, tracking project progress, and managing timelines.
- Prepared project updates and ensured team members clearly understood their responsibilities and deliverables.

Account Administration Assistant | Boundless Collective, Brisbane, Australia (Remote)

February 2026 – May 2026

- Managed email communications and processed bills using Xero, maintaining organized account records.
- Sent professional payment reminders to customers with outstanding balances and followed up on pending billing matters.
- Ensured clear communication, accurate financial support, and timely account follow-through.

Customer Service Representative / Quality Analyst | DCS Communications Inc., Turkey

May 2023 – July 2025

- Provided excellent customer service, resolved inquiries, and ensured a positive customer experience.
- Reviewed processes, customer interactions, and service standards to ensure quality and accuracy.

Procurement Supervisor | Snapsnax Ventures Inc., Davao City, Philippines

August 2020 – April 2023

- Oversaw the end-to-end purchasing process including supplier sourcing, vendor evaluation, and purchase order management.
- Ensured goods and services were obtained on time and within budget, reducing procurement delays.

Accounting Associate | Snapsnax Ventures Inc., Davao City, Philippines

March 2018 – August 2020

- Maintained accurate accounts payable records and reconciled discrepancies in a timely manner.
- Coordinated with vendors and internal teams to resolve billing issues efficiently.

TECHNICAL SKILLS & TOOLS

Accounting & Finance: Xero, QuickBooks

Project Management: Wrazy, Google Workspace, Microsoft Office Suite

Communication & CRM: CRM platforms, Email Management Tools, Slack, Microsoft Teams

Design & AI: Canva, ChatGPT

EDUCATION

Bachelor of Science in Business Administration – Financial Management

Arriesgado College Foundation Inc., Davao City, Philippines | 2012 – 2015

LANGUAGE

English – Professional Working Proficiency