



Patricia Pengson

Virtual Assistant

CONTACT:

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- 📍 Lipa City, Batangas, Philippines

SKILLS:

- Customer Support
- Administrative Support
- Onboarding Coordination
- CRM Tools
- Google Workspace
- Microsoft 365
- Documentation & Reporting
- Data Tracking
- Basic Photo and Video Editing

EDUCATION:

LYCEUM OF THE PHILIPPINES UNIVERSITY Batch 2025

Bachelor of Science in International Hospitality Management with specialization in Culinary Arts

CERTIFICATIONS:

- EF SET C2 (91/100)
- Asia Pacific Institute for Events Management Certification
- American Hospitality Academy- Hospitality Professional Certificate
- American Hospitality Academy- Managing Diversity in a Multicultural Workplace

PROFILE:

Results-driven Virtual Assistant and Customer Support professional experienced in onboarding coordination, customer service, documentation management, and operations support. Recognized for improving workflow efficiency, maintaining accurate records, and delivering excellent customer experiences.

EXPERIENCE:

VIRTUAL ASSISTANT | MARCH – MAY 2026

Powerhouse Admins

- Managed 20+ client and contractor inquiries weekly.
- Coordinated onboarding for 30+ candidates with 95%+ completion rate
- Reduced follow-up delays by 20% through tracking systems.
- Maintained accurate onboarding records and reports.

CUSTOMER SERVICE REPRESENTATIVE | FEB. 2025- MARCH 2026

Unifin Inc.

- Handled 20+ customer interactions daily.
- Maintained 90%+ customer satisfaction.
- Improved response efficiency by 15% through documentation management.
- Supported customer retention through proactive issue resolution.

ENTREPRENEUR | NOV. 2024-

Josephine's

- Increased repeat purchases through customer service and product consistency.
- Oversaw inventory, procurement, and order fulfillment.
- Accurate inventory management and data entry

HEAD OF DOCUMENTATION | NOV. 2024

LPU-B

- Organized event records and reports.
- Coordinated documentation across multiple teams.
- Designed creative and promotional materials used for event marketing, participant engagement, and internal communications