

MELISSA BAYLON-PERLAS

VIRTUAL ADMINISTRATIVE ASSISTANT

Tuguegarao City, Philippines 3500 | mbperlas28@gmail.com



PROFESSIONAL SUMMARY

Detail-oriented Virtual Administrative Assistant with 20+ years of experience providing executive support, calendar and email management, records administration, and client communications. Proficient in Microsoft Office, Google Workspace, Zoom, Asana, Trello, Calendly, and HubSpot. Proven ability to manage confidential information, coordinate cross-functional projects, and deliver dependable remote support to executives, entrepreneurs, and growing businesses.

CORE COMPETENCIES

- Calendar & Email Management
- Executive & Administrative Support
- Data Entry & Database Management
- Document & Records Management
- Travel & Meeting Coordination
- Online Research & Report Preparation
- Customer Service & Client Relations
- Project Coordination & Task Tracking
- HR Support & Records Compliance
- Confidentiality & Time Management

TOOLS & SOFTWARE

Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) • Google Workspace (Docs, Sheets, Slides, Gmail, Calendar, Drive) • Zoom • Asana • Trello • Calendly • HubSpot • Slack • Dropbox

PROFESSIONAL EXPERIENCE

Senior Personnel Specialist / Administrative Assistant

Cagayan Economic Zone Authority (CEZA) — Santa Ana, Cagayan

2003 – May 2026

- Provided executive support including calendar management, email handling, and document preparation for senior leadership.
- Managed data entry, records, reports, and confidential correspondence with consistent accuracy.
- Coordinated meetings, follow-ups, and communications with internal teams and external stakeholders.
- Prepared presentations, business reports, and research summaries to support decision-making.
- Supported project coordination, task tracking, and daily operations across multiple departments.
- Handled client inquiries with prompt, professional, and courteous responses.
- Assisted in marketing campaigns, business development, and content preparation.
- Maintained database accuracy and provided basic IT and systems support.
- Supported HR functions including training coordination, recordkeeping, and performance monitoring.

Accounts Management Analyst II

Pag-IBIG Fund — Tuguegarao City

2000

- Performed account reconciliation and discrepancy analysis for borrower accounts.
- Reviewed and computed financial data with accuracy and attention to detail.
- Maintained and updated records related to account management.
- Supported administrative and reporting tasks for financial operations.

Executive Assistant / Computer Operator

National Economic and Development Authority (NEDA) — Tuguegarao City

1995 – 1998

- Provided executive support: calendar management, scheduling, travel arrangements, and meeting coordination.
- Prepared and encoded technical, financial, and travel reports, official correspondence, and resolutions.
- Organized RDC, RPMES, and NPMC/RPMC meetings including agenda preparation, documentation, and minutes.
- Managed records, filing systems, and document control for efficient retrieval and tracking.
- Coordinated with government offices, LGUs, NGOs, and internal departments for follow-ups and issue resolution.
- Handled calls, inquiries, and visitor coordination with professionalism.
- Conducted basic training and system support for RPMES users across offices.

EDUCATION

Master in Public and Business Management (Major in Public Administration)

F.L. Vargas College, Tuguegarao City | 2020 – 2022

Bachelor of Science in Computer Information Systems

Saint Paul University, Tuguegarao City | 1989 – 1995

TRAINING & CERTIFICATIONS

- Cloudstaff Jumpstart Program — Virtual Assistant Training (Cloudstaff, 2025)
- Records and Archives Management (National Archives, 2019)
- Supervisory Development Course (CSC, 2019)
- Basic Customer Service Skills (CSC, 2014)
- Conference & Event Management (NEDA, 1987)
- Various Webinars on HR, Customer Service, and Administrative Efficiency (2020 – 2025)