

DEVIJANE M. MIRANDA

vamiranda27@gmail.com | +63 997 907 7295 | Bacoor City, Cavite, Philippines
www.linkedin.com/in/devie-m-m-113a9629a

PROFESSIONAL SUMMARY

Detail-oriented Administrative Assistant with over 7 years of experience providing comprehensive administrative and clerical support in fast-paced environments. Skilled in calendar management, document control, customer service, and maintaining accurate records while ensuring confidentiality. Proven ability to manage multiple priorities, coordinate office operations, and support executives and teams effectively. Committed to enhancing productivity, streamlining processes, and contributing to organizational success through exceptional administrative support.

KEY SKILLS

Calendar Management | Email Correspondence | Data Entry | Google Workspace | Microsoft 365 | Canva/Cap cut | ChatGPT/AI Tools | Zoom/Google Meet | Proactive Communication | Basic computer troubleshooting | Accounts Receivable | Customer Service | Trello | Multi-tasking | Basic design | Time Management | Attention to Detail |

TECH PROFICIENCY

AI Tools: ChatGPT, Gemini, Canva AI

Productivity: Google Workspace, Microsoft 365

Communication: Zoom, Slack, Google Meet, Microsoft team

Project Management: Trello

Design/Social Media: Canva, Capcut

EDUCATION

Bachelor of Science in Business Administration

Imus City, Cavite, Philippines | 2018

Relevant Coursework: Financial Management

RELEVANT EXPERIENCE

HMO Collection Officer

Wellpoint Medical Clinic & Diagnostic Center | November 2025 – May 2026

- Managed claim reconciliation with 30 HMO providers, improving collection efficiency and achieving a 95% positive feedback rating.
- Prepared and processed Statements of Account (SOA), invoices, and collection notices, ensuring 100% accuracy and timely billing.
- Achieved 100% monthly payment collection targets, ensuring timely and complete account settlement.

Administrative Assistant

City Government of Bacoor | Office of the City Mayor | July 2018 – October 2025

- Managed high-volume client communications, including calls and 50+ daily emails, while maintaining accurate tracking systems in Google Sheets to ensure efficient workflow monitoring.
- Created detailed daily reports and professional correspondence letters, ensuring 100% accurate documentation and effective communication.
- Managed calendars for executives, coordinating meetings, appointments, and travel arrangements.
- Supported and implemented daily office operations to ensure 100% smooth workflow.

CERTIFICATIONS

- Quality Management System (ISO 9001:2015) – 2024
- DigitalJobsPH Training Program (General Virtual Assistance) – 2023 – DICT
- BCC Module 2: Graphic Design – 2023 - DICT