




# MA. JAMINA B. YGRUBAY

Virtual Assistant | Administrative Assistant |  
Customer Support Specialist



 Ks16 Blk1 Lot32 Aruba Street.,  
Lancaster New City  
Brgy. Navarro, General Trias, Cavite

 +63 910-318-2481

 yvonygrubay@gmail.com

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## PROFESSIONAL SUMMARY

Organized and detail-oriented professional with experience in administrative support, customer service, and client communication. Skilled in data entry, email management, scheduling, and document organization. Proficient in Microsoft Office and Canva. Seeking a Virtual Assistant or Administrative Assistant role.

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## SKILLS

- Administrative Support
- Data Entry and Documentation
- Email and Calendar Management
- Customer Service & Client Support
- Microsoft Office (Word, Powerpoint, Excel)
- Communication Skills
- Organizational and Time Management
- Canva Editing

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## EXPERIENCE

### LICENSED FINANCIAL ADVISOR – Pru Life U.K | 2025–Present

- Manage client communications and schedule consultations.
- Maintain client records and provide ongoing support.

### SALES EXECUTIVE – GPL Trading OPC | 2025–Present

- Develop client relationships and identify customer needs.
- Assist with inquiries, quotations, and sales follow-ups.

### IT TECHNICAL SUPPORT – GPL Trading OPC | 2025–Present

- Troubleshoot hardware and software concerns.
- Document issues and provide technical assistance.

### EVENT ASSISTANT – Freelancer | 2022–2025

- Assisted in event coordination, scheduling, and logistics.
- Supported event operations and documentation.

### STUDENT TUTOR – 2022–2025

- Guided students in academic subjects and exam preparation.

### ALL-AROUND STAFF – Uncle John's Store | 2020–2021

- Handled cashiering, inventory replenishment, and customer service.

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## EDUCATION

### Cavite State University – Main Campus

Bachelor of Science in Information Technology  
Cum Laude | 2021–2025

### Samuel Christian College

TVL-ICT | With High Honors | 2019–2021

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## REFERENCES

**Mr. Alejandro Acebuche**  
Sales Manager  
09932752945

**Ms. Blessie Sepe**  
Pru Life U.K Manager  
09165088692

**Ms. Agnes Devera**  
Uncle John's Manager  
09457483508

**Ms. Loraine Cenita**  
Event Organizer  
09974274404