



KATE DRILON | Virtual Assistant

Admin Support, Content Development, & Social Media Management

"Driving online business success with reliable support you can count on."

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PROFESSIONAL SUMMARY

Highly skilled Virtual Assistant with over 5 years of extensive experience supporting entrepreneurs, coaches, and small businesses in optimizing workflows and enhancing client engagement. Adept at managing tasks, including social media content scheduling, video uploading, and optimization across platforms like YouTube, and basic graphic design to maintain brand consistency. Proven ability to streamline administrative operations by efficiently handling email and calendar management, data entry, research, and client communications. Experienced in using project management tools such as Trello and Asana to organize tasks, track progress, and ensure timely delivery of projects. Strong command of Trello, Asana, Google Workspace, Microsoft Office, and multiple communication platforms, including Slack, Zoom, and WhatsApp, enabling smooth collaboration and responsiveness. Committed to providing seamless, detail-oriented operational support that allows clients to focus on their core business activities. Skilled at adapting to unique business needs and tools, delivering reliable and proactive assistance that enhances overall productivity and client satisfaction. Dedicated to driving digital marketing success and operational efficiency through a combination of technical expertise, creativity, and exceptional organizational skills.

KEY COMPETENCIES

- Administrative & virtual support
- Data Entry & Database Management
- Calendar & Email Management
- Document Preparation
- Scheduling & Project Coordination
- Planning and scheduling social media content
- Community engagement and support
- Basic Graphic design and video creation
- Conducting market and competitor research
- Monitoring campaign performance
- Implementing SEO best practices for online content
- Online communities engagement
- Project and task management
- Managing subscriber databases & CRM integration
- Customer support via email, chat, and social media
- Resolving customer issues and issue resolution
- Publishing and editorial support
- Scheduling appointments and managing calendars
- SOP creation and client onboarding

TOOLS/PROGRAMS

Project Management & Digital Marketing: Trello, Asana

Content Creation: Canva, CapCut

Social Media Management: Facebook, Instagram, Meta Business Suite, Hootsuite, Buffer, LinkedIn, YouTube

Communication and Collaboration: Slack, Google Meet, WhatsApp, Zoom, Teams, Loom

Admin Support & Productivity: Google Workspace (Gmail, Docs, Sheets, Forms, Drive), Microsoft Office (Word, Excel, PowerPoint), Dropbox, OneDrive

Artificial Intelligence (AI): ChatGPT, Grammarly, OpenAI

WORK EXPERIENCE

Virtual Assistant – International Drivers Association

Remote – Singapore, Singapore | December 2023 – Mâarch 2025

- Transferred over 250+ articles from Frase editing platform to Wagtail CMS for accurate content structure/formatting
- Optimized blog readability and consistency by applying proper headings, fonts, and brand-specific color schemes, aligning with style guidelines and enhancing user experience
- Streamlined the content publishing process, contributing to a 30% reduction in editorial turnaround time through precise formatting and timely article submission
- Collaborated with content and editorial teams to ensure all articles met publication standards, leading to a 15% increase in approved first-draft submissions

Virtual Assistant – Anne-Michelle Frances – Legal Coach
Remote – California, USA | February 2021 – March 2022

- Welcomed and tagged over 200+ new Facebook group members, fostering a strong sense of community and increasing member engagement by 25%
- Maintained and updated a Google Spreadsheet with 100% accuracy, tracking new member information and improving client onboarding efficiency
- Proactively tagged group members for weekly Facebook Live sessions, 40% boost in live attendance and participation
- Imported and organized segmented member data into ConvertKit, enhancing email campaign targeting and contributing to a 20% increase in open rates

Virtual Assistant – Ilyse Craft – Personal Coach
Remote – California, USA | February 2021 – September 2021

- Managed daily email communications, reducing response time by 35% and improving client satisfaction
- Handled calendar scheduling with zero missed appointments, optimizing the coach's time management
- Scheduled and managed social media content, boosting audience reach and engagement by 15%
- Uploaded and optimized 10+ coaching videos on YouTube, increased views 20% with strategic tagging & descriptions
- Created basic graphics and edited videos for social media, enhancing content quality and brand consistency
- Built emails and landing pages in Kajabi to support onboarding and campaigns
- Completed various ad hoc tasks, ensuring smooth and efficient daily business operations

Online English Teacher – Native Camp
Remote – Tokyo, Japan | July 2020 – January 2021

- Conducted one-on-one online English lessons for Japanese students using pre-selected textbooks
- Assisted students with pronunciation, grammar, vocabulary, and conversational skills
- Adapted teaching approach based on student proficiency levels and learning goals
- Provided feedback and encouragement to support student progress and confidence

Business Process Associate (Parcel Inspector) – AMDATEX Silay Inc. – American Data Exchange
Onsite – Silay City, Philippines | July 2015 – July 2019

- Inspected thousands of FedEx parcels using IPOP (Integrated Parcel on Package) software to ensure compliance with shipping and dimension standards
- Verified parcel dimensions and surcharge eligibility with 99% accuracy, reducing incorrect surcharge disputes and improving operational efficiency
- Flagged and documented non-compliant packages, improved quality control, and reduced customer complaints
- Consistently met or exceeded daily inspection quotas in a fast-paced, high-volume environment. Recognized for speed and accuracy in inspections, supporting team performance goals and SLAs

Business Process Associate (Researcher / Data Entry) – AMDATEX Silay Inc. – American Data Exchange
Onsite – Silay City, Philippines | July 2014 – June 2015

- Researched real estate properties across multiple Florida counties, online court documents, and the DataTrace system
- Accurately mapped properties with incomplete legal descriptions by interpreting directional references for lots, blocks, and subdivisions
- Entered and updated property and title data in the DataTrace system with accuracy and attention to detail
- Maintained consistent data quality and met daily productivity targets in a time-sensitive, high-volume environment. Contributed to faster turnaround times and improved indexing accuracy for U.S. property title searches

EDUCATION

Bachelor of Science in Hotel and Restaurant Management – Carlos Hilado Memorial State College