

JOVILYN JOY PERION BORROMEO

joyborromeo2023@gmail.com • +63 9241016445 • linkedin.com/in/jovilyn-joy-perion-477b71239

SUMMARY

Versatile and detail-oriented Administrative and Project Support Professional with over 4 years of experience in virtual assistance, content creation, team coordination, and customer service. Proven ability to manage communications, organize workflows, and support operations in fast-paced environments. Skilled in handling administrative tasks, email and social media management, and team collaboration. Tech-savvy and adaptable, with proficiency in tools like Google Workspace, Canva, Meta Business Suite, and Microsoft Office. A fast learner with a strong work ethic and a commitment to providing high-quality support that contributes to business success.

EXPERIENCE

*EMP Digital Solutions, **Social Media Manager***

Oct 2024 - Present

Manage content calendars and posting for multiple client accounts in wellness and birthwork industries. Write captions, plan post themes, and schedule content across Facebook & Instagram. Repurpose blogs and client videos into engaging social media content. Track engagement metrics and adjust strategies for improvement.

*Midwifery Business Consultation, **Project Manager & Content Writer***

Feb 2021 - Nov 2025

Started as a Content Writer, creating blogs, course materials, and client documents tailored to the midwifery and wellness industries. Promoted to Project Manager after 6 months to lead a team of virtual assistants supporting the business. Oversaw multiple ongoing projects including course development, business plans for midwifery startups, and client-facing documents. Delegated tasks based on team strengths and managed timelines to ensure on-time delivery of content and client work. Assisted in curriculum design for online courses on clinical and business topics in midwifery. Created templates, SOPs, intake forms, and other essential business documents. Supported day-to-day admin operations, team check-ins, and direct communication with the founder. Maintained confidentiality and professionalism while continuing to deliver quality work during a transitional phase when the team was scaled down in 2024.

*PayPal Customer Care, **Customer Service Representative***

2019

Provided front-line support to PayPal users, resolving account concerns, billing disputes, and payment-related issues via phone and email. Maintained a high satisfaction rating by delivering professional, empathetic, and prompt customer service. Documented customer interactions and feedback to help improve internal processes and user experience. Worked in a high volume, fast-paced environment while maintaining quality and compliance standards. Strengthened communication, multitasking, and problem-solving skills—building a strong foundation for virtual assistant work.

*Filamer Christian University, **Executive & Admin Assistant***

2017 - 2019

Managed scheduling, clerical support, internal communications, and report preparation. Utilized spreadsheets and databases for record-keeping and performance tracking. Supported departmental initiatives and daily operations with efficiency and discretion.

EDUCATION

Filamer Christian University

Bachelor of Secondary Education • Major in Mathematics

LICENSES & CERTIFICATIONS

Project Planning & Initiation

Midwifery Business Consultation •

Global Communications Training

Global Communications Management Academy • Issued Jan 2019

SKILLS

Customer Service & Relationship Management • Content Writing & Editing • Social Media Management (FB, IG, Canva, Meta Suite) • Project & Task Management (Trello, Asana) • Course Creation Support (slides, handouts, structure) • Document Creation & Formatting • Email & Calendar Management • Client Communication & Admin Support • Basic Analytics & Engagement Tracking • Repurposing Content for Multi-Channel Use