

MONICA BASA

VIRTUAL ASSISTANT

mlourdesmonicaluna@gmail.com
+639692674183



A freelance virtual assistant who is proficient in handling administrative projects, including but not limited to: document creation, data entry, and social media management. Can work one-on-one with small businesses to provide flexible and affordable administrative support.

EXPERIENCE

LEGAL ASSISTANT

BASA LAW OFFICE – May 2005– June 2010

- Manage schedule, calendars and appointment for lawyers
- Draft legal forms and format documents, letters and memos
- Answer calls, respond to email
- Prepare organize and file pleadings to court

LEGAL ASSISTANT

JSTP LAW OFFICE– June 2022– January 2024

- Organize and maintain case file of lawyers
- Communicate with clients and schedule meetings
- Conduct basic legal research and summarize findings

EXPERIENCE

CUSTOMER REPRESENTATIVE

CONCENTRIX RETAIL ACCOUNT – APRIL 2024
– JULY 2024

- Handle Transactions for return and exchange
- Resolve customer complaints or escalate when needed
- answer question about products, prices and promotion.

SKILLS

- Organize and time management
- Data Entry
- Calendar and Schedule management
- Written and Verbal communication
- Microsoft office / Google Workspace

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SERVICES I CAN DO FOR YOU:

- Administrative Support
- Data Entry and Management
- Social Media Management
- Customer Support
- Creating and formatting documents
- E-commerce Support
- Technical Support
- Blog post writing
- Copywriting for marketing materials
- Customer communication for online store
- Calendar management
- Email organization and response
- Appointment scheduling

TOOLS I'M FAMILIAR WITH:

- [Trello](#)
- [Asana](#)
- [Google Drive](#)
- [Dropbox](#)
- [Microsoft Teams](#)
- [Toggl](#)
- [Gmail](#)
- [Zooms](#)

- [Microsoft Excel](#)
- [Spreadsheet](#)

WORK WITH
ME NOW!

