

Chamille Ibaya

Virtual Assistant | Executive Support | Customer Service & Research

📍 Bataan, Philippines 📞 +63 9156971064 ✉️ chamillemojica@gmail.com 🌐 chamille-ibaya-577563320

PROFESSIONAL SUMMARY

Detail-oriented and adaptable Virtual Assistant with strong experience in administrative support, customer service, research, and digital marketing. Skilled in email and calendar management, social media outreach, lead generation, paraplanning support, and inbound customer communication. Proven ability to streamline workflows, manage client relations, and deliver accurate results in fast-paced, remote environments. Adept at handling multiple projects, maintaining confidentiality, and providing top-notch support to executives and businesses.

CORE SKILLS

- Virtual Assistance: Email management, executive scheduling, calendar organization, file management, travel booking.
 - Customer Support & Communication: Inbound/outbound calls, live chat, client relationship management, complaint resolution.
 - Administrative Support: Data entry, document preparation, paraplanner assistance, reporting, compliance support.
 - Research & Lead Generation: Influencer outreach, market research, data collection, competitor analysis, prospecting.
 - Social Media Management: Content scheduling, engagement, campaign monitoring, influencer coordination.
 - Technical Skills: Microsoft Office, Google Workspace, CRM tools, Canva, Trello, Notion, Slack, Zoom.
 - Soft Skills: Time management, adaptability, attention to detail, problem-solving, teamwork, confidentiality.
 - Languages: English (Fluent), Tagalog (Fluent), Spanish (Conversational).
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PROFESSIONAL EXPERIENCE

Freelance Virtual Assistant & Lead Researcher

July 2022 – Sept 2024

- Managed and organized client inboxes, ensuring timely responses and efficient email communication.
- Conducted market and influencer research to support client acquisition and brand growth.
- Scheduled meetings, prepared reports, and maintained digital filing systems.
- Assisted in sales marketing initiatives, customer follow-ups, and lead tracking.
- Provided paraplanning support by preparing client data, reports, and compliance documentation.

Freelance Tutor & Academic Support

Aug 2022 – Jan 2023

- Provided personalized tutoring, boosting student academic performance.
- Designed lesson plans and interactive learning activities tailored to student needs.

Store Crew / Cashier – Dan Ihawan & Diwa Store

Mar 2019 – Jan 2021

- Delivered excellent customer service and processed transactions efficiently.
 - Handled cash management, inventory, and compliance with safety standards.
 - Assisted in promoting loyalty programs and customer engagement initiatives.
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EDUCATION

BS in Agricultural and Biosystems Engineering

Bataan Peninsula State University