



Liza Mae Duron

Virtual Assistant

Work Experience:

Retail Associate 2015 - 2025

- Managed product listings, customer inquiries, order fulfillment, and transactions on Facebook Marketplace.
- Delivered responsive customer support, processed refunds, coordinated shipping logistics, and built strong client relationships.

Ticketing Representative /

ZestAirways 2011 - 2012

- Issued flight reservations and electronic tickets using Amadeus and Sabre.
- Processed cancellations, refunds, and seat changes in compliance with fare policies.
- Managed passenger check-ins, baggage handling, and responded to inquiries.
- Collaborated with ground operations to ensure smooth travel experiences.
- Recognized for quick problem resolution, attention to detail, strong communication, and composure under pressure.

Admin Support / Chinabank Inc.,

2012 - 2013

- Organized and dependable Administrative Support Specialist with proven reliability.
- Skilled in calendar management, data coordination, communication, and project assistance.
- Known for strong attention to detail, problem-solving, and resourcefulness.
- Thrive in fast-paced environments while ensuring accuracy and efficiency.

Here's what I can offer:

• **Bookkeeping Support (QuickBooks)**

Recorded transactions, tracked expenses, and maintained accurate financial records.

• **Administrative Support**

Managed emails and calendars, coordinated scheduling, and handled client follow-ups.

• **Organization & Efficiency**

Managed files (Google Workspace, Microsoft 365), performed data entry, and maintained documentation.

• **Business Support**

Conducted research, prepared reports, maintained spreadsheets, and managed CRM systems.

• **Lead Generation**

Conducted prospect research, built and maintained databases, executed outreach, and nurtured qualified leads.

• **Social Media Management**

Scheduled content, created basic graphics, managed engagement, and tracked performance.

• **Customer Support**

Responded to inquiries, coordinated bookings, and maintained strong client communication.



Liza Mae Duron

Virtual Assistant

Get in touch...



+639276152975



lizamae0514@gmail.com



@maeyang08



Koronadal City, 9506

Training Certifications

Best in Content Plan

Best in Email Marketing

Best in Email Telemarketing

Best in Website Design

Masterclass Virtual Assistant (MVA)

Tools

- Google workspace
- Hubspot
- Canva
- Notion
- Wix
- Slack
- Flodesk
- Shopify
- Calendly
- Quickbooks
- Capcut
- Snov.io

Education:

College:

- **Mindanao Medical Foundation College**
Bachelor in Science in Nursing
2007 - 2009
- **University of Mindanao**
Business administration (Undergraduate)
2005 - 2006

Highschool:

- **Assumption College of Davao**
2000 - 2004

Hard Skills:

- Light Bookkeeping (QuickBooks)
- Administrative Support
- Calendar & Inbox Management
- Customer Support
- CRM and Lead-generation
- Email Management
- Lead Generation
- Social Media Management

Soft Skills:

- Time management for efficient task prioritization.
- Exceptional organizational and multitasking abilities.
- Adaptability & Willingness to Learn .
- Attention to Detail.

Branding

SMARTDESK
FROM THE DESK TO THE SCREEN... UNASSISTED!

SMARTDESK
FROM THE DESK TO THE SCREEN... UNASSISTED!

TAGLINE
Example: Do to done - Smartly!

COLOR PALETTE

INDIVIDUAL FONTS
Aa Karon, Aa Poppins, Aa Quicksand, Aa Brittany

SERVICES
• Administrative Support
• Customer Support
• Social Media Management
• Project Management
• Marketing Support
• Data Entry and Organization

VISION
To be recognized as a leading creative partner for businesses and individuals seeking polished, impactful brand identities that drive engagement and growth.

MISSION
I craft compelling brand experiences from logos and messaging to portfolio design by combining creativity, strategic thinking, and clear client communication, enabling clients to present themselves confidently and authentically.

GOALS
I aim to secure recurring clients, ideally through referrals to build trust and foster steady collaboration. Throughout this journey, I'm committed to maintaining a client satisfaction rate of 95% or higher and gathering testimonials that reinforce credibility and quality.

SERVICES
• Administrative Support • Customer Support • Social Media Management • Project Management • Marketing Support • Data Entry and Organization

MOODBOARD

Customers & leads
Overview Customers Leads Marketing Reviews

Expenses
Expenses Bills Purchase orders Suppliers

Quick Bookings

SUPPLIER	COMPANY NAME	PHONE	EMAIL	OPEN BALANCE	ACTION
<input type="checkbox"/>	Flodesk Inc.	Flodesk Inc.	support@fodesk.com	PHP2,158.51	Make payment
<input type="checkbox"/>	Global Canada, Inc.	Global Canada, Inc.	877-705-9362 support@bump.com	PHP1,706.16	Make payment
<input type="checkbox"/>	Zapier, Inc.	Zapier, Inc.	accounting@zapier.com	PHP10.04	Create bill

Lead Generation

Name	Email	Phone	Location
John Doe	john.doe@example.com	+1 555 123 4567	New York, NY
Jane Smith	jane.smith@example.com	+1 555 987 6543	Los Angeles, CA
Mike Johnson	mike.johnson@example.com	+1 555 234 5678	Chicago, IL
Sarah Brown	sarah.brown@example.com	+1 555 345 6789	San Francisco, CA
David Wilson	david.wilson@example.com	+1 555 456 7890	Austin, TX
Emily Davis	emily.davis@example.com	+1 555 567 8901	Seattle, WA
Chris Miller	chris.miller@example.com	+1 555 678 9012	Denver, CO
Amanda Moore	amanda.moore@example.com	+1 555 789 0123	Portland, OR
Robert Taylor	robert.taylor@example.com	+1 555 890 1234	Phoenix, AZ
Michelle White	michelle.white@example.com	+1 555 901 2345	San Diego, CA

Liza Mae
Your Virtual Assistant

Real Estate Business Proposal

You are scheduled
A calendar invitation has been sent to your email address.

[Open Invitation](#)

Client Meeting
Liza Mae
11:00am - 12:00pm, Tuesday, July 29, 2025
Central Time - US & Canada

Search Engine Optimization

Publish
Save Draft Preview

Status: Draft Edit

Visibility: Public

Publish immediately

Don't update the

AIOSEO Score

EMAIL	PHONE NUMBER	CONTACT OWNER	COMPANY NAME	INDUSTRY
info@johnhitchseating.co.uk	2072725265	Liza Mae (lizamae0514...)	John Hitch Seating Limited	Furniture
info@furnivalpress.co.uk	2079249398	Liza Mae (lizamae0514...)	Furnival Press	Printing
flowers@fbvt.com	+1 (202) 785-44071	Liza Mae (lizamae0514...)	Flowers by Van Twijk	Events and Services

Hubspot

SURGE MARKETPLACE
CERTIFICATE
OF COMPLETION



THIS CERTIFICATE IS PROUDLY PRESENTED TO

Liza Mae Duron

for having successfully completed the In-Person Virtual Assistant Program for
MASTERCLASS VIRTUAL ASSISTANT (MVA)

With the following inclusions: Administrative Tasks; Email Management; Calendar Management; Transcription; Lead and Prospect Generation; Project Management; CRM Management; Online Bookkeeping; Social Media for Business; Website Management; Search Engine Optimization for Businesses; Customer Service and Support; Telemarketing; Email Marketing; Facebook Ads for Business; Setting a Freelancing Brand; Getting Hired in Freelancing Platforms Setup; Creating a VA Resume; Crafting an Application Proposal; Preparing and Nailing a VA Interview; Setting up Payments; Creating a VA Portfolio; Travel Arrangement; Creating a VA Package; Getting Clients Tips and Strategies; Applications

Given this 5th day of August, 2025



Total Training: 40 Hours
Certificate ID: MVA 0000-252

Surge is an FVA Business Consultancy Corporation company.
SEC Registration: 2021020006924-59

JULMAR GRACE U. LOCSIN
CEO & OWNER

Training Certificate

SURGE MARKETPLACE
CERTIFICATE
OF ATTENDANCE

THIS CERTIFICATE IS PROUDLY PRESENTED TO

Liza Mae P. Duron

for attending the 5 days In-Person (Face-to-Face) Training for
MASTERCLASS VIRTUAL ASSISTANT (MVA)

Given this 25th day of July, 2025



Surge is an FVA Business Consultancy Corporation company.
SEC Registration: 2021020006924-59

JULMAR GRACE U. LOCSIN
CEO & OWNER
GABRIEL ANGELO LUCERO
COO

SURGE FREELANCING MARKETPLACE
CERTIFICATE OF
APPRECIATION

IS PRESENTED TO

Liza Mae P. Duron

for his/her achievements during the 5-Day
In-person Masterclass Virtual Assistant
Training Batch - 47 MS,

BEST IN EMAIL MARKETING

Given this 25th day of July, 2025.



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CEO & OWNER
GABRIEL ANGELO LUCERO
COO

SURGE FREELANCING MARKETPLACE
CERTIFICATE OF
APPRECIATION

IS PRESENTED TO

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for his/her achievements during the 5-Day
In-person Masterclass Virtual Assistant
Training Batch - 47 MS,

BEST IN TELEMARKETING

Given this 25th day of July, 2025.



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CERTIFICATE OF
APPRECIATION

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Training Batch - 47 MS,

BEST IN WEBSITE DESIGN

Given this 25th day of July, 2025.



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Training Batch - 47 MS,

BEST IN CONTENT PLAN

Given this 25th day of July, 2025.



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