

Marife A. Sevilla

GENERAL VIRTUAL ASSISTANT

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<https://marifesevilla.my.canva.site/portfolio-website-va>

PROFESSIONAL SUMMARY

Highly organized and detail-oriented Virtual Assistant specializing in Administrative Support. Proactive problem-solver skilled in calendar management, email triage and data entry. Tech-savvy and proficient in modern digital workspaces including Google Workspace and Slack. Proven ability to manage schedules, streamline daily office workflows, and save business operations time by handling critical back-office tasks.

WORK EXPERIENCE

Business Center Operations Assistant (Teller)

Madison Shopping Plaza Inc. | Batangas City, Philippines

09/2020 – 01/2025

- Processed standard teller transactions efficiently by accepting and reconciling payments from various corporate and individual billers.
- Managed high-volume deposit payments, cashed checks, balanced cash drawers daily, handled night deposits, and proactively corrected account discrepancies.
- Encoded daily sales outputs and coordinated with branch accounting teams regarding cash deposits and checking accounts.

Customer Counter Professional (Cashier)

Madison Shopping Plaza Inc. | Batangas City, Philippines

09/2017 – 08/2020

- Processed cash, credit card, coupon, and voucher transactions systematically through the POS system.
- Compiled, managed, and maintained retail non-monetary reports and inventory records for store management.
- Handled the daily processing of hundreds of customer transactions, ensuring precise balance documentation at the conclusion of every shift.

Customer Service Representative – Macy's Omni Channel

Alorica Lipa | SM City Lipa, Batangas, Philippines

12/2016 – 03/2017

- Listened attentively to international callers to resolve complex problems.
- Responded to high volumes of inbound telephone inquiries regarding product availability, order status, tracking, and billing issues.
- Recommended tailored solutions within consumer budgets and proactively followed up with open leads to maximize sales conversion rates.

TECHNICAL & ADMINISTRATIVE SKILLS

- Administrative Support: Calendar Coordination, Meeting Minutes, Email Management, Document Preparation
- Data & Organization: High-Accuracy Data Entry, File Organization (Google Drive/Dropbox)
- Communication Tools: Zoom, Microsoft Teams
- Productivity Software: Google Workspace (Docs, Sheets, Slides), MS Office (Word, Excel, PowerPoint), Notion, ClickUp
- Task Management: Trello, Asana (Basic knowledge)

EDUCATION

Bachelor in Business Administration

Batangas State University | April 2016

Relevant coursework: Business Economics

CERTIFICATION

Civil Service Sub-Professional Eligibility – Civil Service Commission | 03/2025