



KATHLEEN PAGDANGANAN

Virtual Assistant

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EDUCATION

High School

Assumpta Technical High School
2010 - 2014

Public Administration

Bulacan State University
2014 - 2015

Accounting Technology

Our Lady of Fatima University
2015 - 2021

EXPERTISE

- Management Skills
- Digital Marketing
- Bookkeeping
- Customer Service
- Lead Generation
- Virtual Administrative Support
- Negotiation
- Quickbooks Online

TRAININGS ATTENDED

- **Career Essential in Administrative Assistant**
Microsoft
- **Customer Service Foundation**
Project Management Institute
- **Quickbooks Online Essential Training**
NASBA
- **Zendesk Customer Service Professional Certificate**
Zendesk

PROFILE

With a foundation in Accounting Information Systems, I've built a versatile career. After honing my skills in healthcare administration and Audit Associate in a manufacturing company, I streamlined operations in a travel agency by implementing a sales tracker using automated excel templates. Recognizing my passion for technology and innovation, I transitioned to become a Virtual Assistant, where I now leverage my skills to optimize workflows and drive productivity through creative solutions.

WORK EXPERIENCE

ASCCOM Medical Center

2020 - 2021

Administrative Assistant

- Handling administrative requests and queries from senior managers
- Processing the patient's claims in Philhealth
- Consolidating the daily cash position of the company and doing daily cash count

Sucere Foods Corporation

2023 - 2023

Business Analyst and Software Tester

- Gathering requirements by 100% as discussed and agreed during requirement gathering process.
- Provide system support and response by 100% and ensure timeliness of the support.
- Effectively test the developed system by 100% ensure and error free system deployment.
- Ensure documentation of software and procedures within ICT Department.

Sucere Foods Corporation

2021 - 2024

Audit Associate

- Building internal auditing systems and ensuring their correct application.
- Supporting the accounting and auditing teams in their daily functions.
- Preparing audit reports and statements for review.
- Creating automated templates in order to improve the company's process.

The VA Bar

2024 - 2024

Virtual Assistant - Internship

- Social Media Management
- Lead Generation
- Content Designing and Video Editing