

# MARILAG JOANA A. DANIEL

## Virtual Assistant

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### PROFESSIONAL EXPERIENCE

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#### LIGHTSHED, LLC

Remote

##### Virtual Assistant

NOVEMBER 2023 - Present

- Handles the review of questionnaires and file submissions from grant applicants
- Manages the capture of maps data for project addresses
- Assists with the preparation of environmental reports as well as reaching out to state/tribal historic preservation offices
- Performs quarterly check-ins with USDA State Offices for gathering timely data and following up on grant applications

#### MEG K. WHEELER, LLC

Remote

##### Virtual Assistant

JUNE 2020 - Present

- Responsible for the designing and scheduling of media content to ensure optimal engagement for the client's business
- Handles the creation of web pages and landing pages, as well as implementing necessary updates for existing ones
- Performs basic search engine optimization for client's blog posts
- Implements cross-platform automation strategies using tools like Zapier, ConvertKit, Airtable, and ActiveCampaign to ensure the seamless flow of client's operations

#### MINDSTRONG, LLC

Remote

##### Virtual Assistant

JULY 2020 - JANUARY 2023

- Handled active Kajabi programs for the brand and led the creation of building out new programs within Kajabi
- Managed program customization, video uploads, file management, and email scheduling in Kajabi
- Designed eye-catching lead magnets, presentations, and social media posts

#### SYKES ASIA

Taguig City, Philippines

##### Technical Support Representative

APRIL 2019 - DECEMBER 2019

- Assisted customers of the world's largest search engine company with the installation, troubleshooting, and maintenance of their devices through phone, chat, and email
- Provided accurate and timely information about the company's product features and handled feature requests

#### HKT TELESERVICES - ASIA MILES & THE MARCO POLO CLUB

Pasig City, Philippines

##### Member Services Executive

MAY 2018 - FEBRUARY 2019

- Handled redemption and revenue flight bookings for members of the frequent flyer program
- Assisted members with inquiries about mileage accrual and redemption processes
- Provided troubleshooting steps on website navigation

## SITEL – COMCAST BILLING

Pasig City, Philippines

### Customer Account Executive

NOVEMBER 2016 – MARCH 2018

- Handled inquiries related to billing and account management for cable, internet, and phone subscribers
- Provided troubleshooting steps for hardware issues and website navigation
- Maintained knowledge of client's business, products, and services and effectively used it to assist customers via inbound calls

## EDUCATION

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POLYTECHNIC UNIVERSITY OF THE PHILIPPINES

Sta. Mesa Campus, Manila

*Bachelor of Arts in Journalism (incomplete)*

ATTENDED: 2003 – 2005

**Relevant Coursework:** Communication Theories and Models, Writing in the Discipline, Principles of Public Information, Creative Writing, Ethics, Study and Thinking Skills in English, News Writing, Basic Photography

## ADDITIONAL INFORMATION

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- **Digital Business Tools and Platforms:** Zapier, Kajabi, ConvertKit, ActiveCampaign, Searchie, ThriveCart
- **Technical Skills:** Python, HTML, Basic CSS
- **Project and Task Management:** Trello, ClickUp, Airtable, knowledgeable in the use of Agile Methodology in SDLC (Software Development Life Cycle)
- **Software Testing:** Manual Testing, Jira