

Melissa Baylon-Perlas

Virtual Assistant & Administrative Professional
mbperlas28@gmail.com · Tuguegarao City, Philippines

Professional Summary

Highly organized and dependable professional with over 20 years of experience in administrative support, records management, customer service, and executive assistance. Skilled in handling clerical tasks, managing schedules, preparing reports, and supporting executives — now delivering this expertise online as a freelance Virtual Assistant for businesses and entrepreneurs worldwide.

Core Skills

- Virtual Assistant Support (Scheduling, Email, Calendar)
- HR Processes & Compliance
- Data Encoding & Database Management
- Travel, Event & Meeting Coordination
- Records & Document Management
- Customer Service & Client Relations
- Online Research & Report Preparation
- MS Office, Google Workspace, Zoom, Asana, Trello

Professional Experience

Freelance Virtual Assistant

2024 – Present

Virtual Assistant · Administrative & Executive Support — Remote · Worldwide

- Provide remote administrative and executive support including inbox, calendar, and schedule management.
- Handle data entry, document preparation, file organization, and accurate record-keeping.
- Coordinate meetings, travel arrangements, and follow-ups across time zones.
- Create presentations, reports, and research summaries; manage email correspondence and basic social media tasks.

Agayan Economic Zone Authority (CEZA)

2003 – 2026

Senior Personnel Specialist · Market Specialist III · Business Development Officer · MIS Officer · Administrative Assistant — Santa Ana, Cagayan

- Provided administrative and executive support including calendar, email, and document management.
- Managed data entry, records, reports, and correspondence with accuracy and confidentiality.
- Coordinated meetings, communications, and follow-ups with internal and external stakeholders.
- Prepared presentations, reports, and research summaries; supported HR and IT/database functions.

Pag-IBIG Fund

2000

Accounts Management Analyst II — Tuguegarao City

- Performed account reconciliation and discrepancy analysis for borrower accounts.
- Reviewed and computed financial data; maintained account management records and reports.

National Economic and Development Authority (NEDA)

1995 – 1998

Executive Assistant · Computer Operator — Tuguegarao City

- Provided executive support: scheduling, travel arrangements, and meeting coordination.
- Prepared and encoded technical, financial, and travel reports, correspondence, and resolutions.
- Managed records and filing systems; coordinated with government offices, LGUs, and NGOs.

Education

Master in Public and Business Management (Major in Public Administration) — F.L. Vargas College, Tuguegarao City · 2020–2022

BS in Computer Information Systems — Saint Paul University, Tuguegarao City · 1989–1995

Training & Seminars

Cloudstaff Jumpstart VA Training (2025) · Supervisory Development Course (CSC, 2019) · Records & Archives Management (2019) · Basic Customer Service Skills (CSC, 2014) · HR & Admin Efficiency Webinars (2020–2025)