

MARILAG JOANA A. DANIEL

Technical Virtual Assistant

Valencia, Spain | mjoanadaniel@gmail.com | +34 682 755 492 | marilagjoana.xyz

PROFESSIONAL SUMMARY

Detail-oriented Technical Virtual Assistant with over 8 years of combined experience in administrative support, technical operations, and customer service. Skilled in automation, content management, and client coordination using tools such as Zapier, Make, Kajabi, Airtable, and ActiveCampaign. Adept at creating and managing web content, streamlining workflows, and delivering exceptional customer experiences.

CORE SKILLS & TOOLS

- Automation and Systems: Zapier, Make, ConvertKit, Airtable, ActiveCampaign, Go High Level
- Landing Page Development: Showit, Wix, Swipe Pages, Leadpages
- Content & Web Management: Kajabi, Circle, Searchie, ThriveCart, Basic SEO
- Technical Skills: Python, HTML, Basic CSS
- Project Management: Trello, ClickUp, Agile Methodology in SDLC
- Software Testing: Manual Testing, Jira
- Graphic Design: Canva, Capcut
- Customer Service & Client Relations

PROFESSIONAL EXPERIENCE

- **Tech and Operations Manager - Meg K. Wheeler, LLC | Remote | Jun 2020 – Present**
 - Implement cross-platform automation strategies to optimize operations.
 - Create and update web pages and landing pages to meet client needs.
 - Design and schedule social media content for maximum engagement.
 - Perform basic SEO for blog content.
- **Virtual Assistant - Lightshed, LLC | Remote | Nov 2023 – Mar 2025**
 - Reviewed and analyzed questionnaires and file submissions from grant applicants, improving submission accuracy.
 - Captured and managed map data for project addresses.
 - Assisted with environmental reports and coordinated with state/tribal preservation offices.
 - Conducted quarterly check-ins with USDA State Offices to gather timely data and ensure follow-up on grant applications, improving the application tracking process.

- **Administrative Assistant - Mindstrong, LLC | Remote | Jul 2020 – Jan 2023**
 - Managed active Kajabi programs and developed new program setups.
 - Oversaw customization, video uploads, file management, and email scheduling.
 - Designed lead magnets, presentations, and social media graphics.
- **Technical Support Representative - Sykes Asia | Taguig City, Philippines | Apr 2019 – Dec 2019**
 - Assisted customers with device installation, troubleshooting, and maintenance via phone, chat, and email.
 - Provided product feature information and processed feature requests.
- **Member Services Executive - HKT Teleservices – Asia Miles & The Marco Polo Club | Pasig City, Philippines | May 2018 – Feb 2019**
 - Processed flight bookings and mileage redemptions for members.
 - Addressed inquiries on accrual and redemption processes.
 - Guided members on website navigation.
- **Customer Account Executive - Sitel – Comcast Billing | Pasig City, Philippines | Nov 2016 – Mar 2018**
 - Resolved billing and account inquiries for cable, internet, and phone services.
 - Provided troubleshooting for hardware and website issues.
 - Maintained up-to-date knowledge of client products and services.

EDUCATION

Polytechnic University of the Philippines | Sta. Mesa Campus, Manila
 Bachelor of Arts in Journalism (incomplete) | 2003 – 2005

Relevant Coursework: Communication Theories and Models, Writing in the Discipline, Public Information Principles, Creative Writing, Ethics, News Writing, Basic Photography

ADDITIONAL INFORMATION

Languages: English (Fluent), Filipino (Native), Spanish (A1)