Kiana Yeo

Administrative & Operations Support | Virtual Assistant

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PROFESSIONAL SUMMARY

Admin and operations virtual assistant with hands-on experience in email and calendar management, data entry, CRM records, and content scheduling for digital creators and small online businesses. Proficient in Google Workspace, Microsoft 365, Notion, Asana, and Canva, with basic Zoho CRM experience. Communicates clearly, sends regular progress updates, and learns new tools and processes quickly. Comfortable working remotely and managing multiple priorities.

WORK EXPERIENCE

Choyeo Digitals **Aug. 2026 – Present**
Founder / Digital Product Creator *Remote*

- Create and manage **5 digital products**, maintaining accurate listings, quality checks, and promotional content on Gumroad and Ko-fi.
- Handle customer inquiries, product research, content planning, scheduling, and digital records using Google Workspace, Canva, Notion, and social media platforms.

The Datalink – College Publication **Sep. 2025 – May 2026**
Associate Editor / Feature Writer *Angeles City*

- Published **3 feature articles** and met editorial deadlines while collaborating with the publication team on revisions and follow-ups.
- Copy-edited, proofread, and fact-checked articles, and organized documents in Google Docs, Sheets, and Drive.

Local Government Administrative Office **Feb. 2025 – Mar. 2025**
Office Administration Intern *Angeles City*

- Performed data entry, records management, and verified resident information against source documents while accurately processing **50+ ID cards and records**.
- Maintained organized records through Excel, scanning, printing, and filing, ensuring documents were properly reviewed and kept up to date.

Baryong Pilipino Cuisine **Mar. 2023 – May 2023**
Event General Manager — School Culminating Event *Angeles City*

- Led and coordinated **4 teams** across event planning, scheduling, communication, and operations to ensure smooth execution.
- Delegated tasks, monitored progress, and resolved operational issues while managing multiple priorities and deadlines.

EDUCATION

Angeles University Foundation **Jul. 2025 – Expected May 2030**
Bachelor of Science in Computer Science *Angeles City*

- **GWA: 93.63/100** | College Scholar
- Currently on approved academic leave to work full-time; returning August 2027

SKILLS & TOOLS

- **Administrative Support:** Email and Calendar Management, Data Entry, File and Records Organization, Document Formatting, Task Tracking
- **CRM & Data:** Customer Records, Lead Tracking, Record Verification, Spreadsheet Management, Data Cleaning, Online Research
- **Content & Creator Support:** Notion Content Calendars, Canva Graphics, Post Scheduling, Product Listing Management (Gumroad, Ko-fi)
- **Tools:** Google Workspace (Gmail, Calendar, Docs, Sheets, Drive), Microsoft 365 (Word, Excel, PowerPoint), Notion, Asana, Trello, Zoho CRM (Basic), Zapier (Basic), HTML/CSS/GitHub
- **Languages:** Filipino (Native), English (Fluent)