

EMAN MENESES

Executive Assistant | Virtual Assistant

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PROFESSIONAL SUMMARY

Executive Assistant and Virtual Assistant with around 10 years of BPO experience across customer service, chat support, HR/back-office work, and content moderation. Moved into virtual assistance as a General VA and later worked as an Executive Assistant, supporting research, data work, administration, communication, basic design, and day-to-day business needs. Comfortable learning unfamiliar tasks, researching solutions, and using AI tools to work more efficiently.

EXPERIENCE

Executive Assistant / Virtual Assistant | L4 Learning Solutions 2025

- Supported day-to-day administrative work, research, data entry, spreadsheets, communication, and coordination.
- Prepared Canva materials and handled basic visual content and video editing when needed.
- Worked with different business tools and learned new processes based on changing priorities.
- Handled unfamiliar tasks by researching the process, organizing the information, and finding a practical way forward.

Content Moderator | Concentrix - Meta Program 2022 - 2024

- Reviewed and moderated user-generated content according to platform policies and quality standards.
- Worked accurately with high-volume queues while following detailed guidelines and escalation processes.

Customer Service / Chat Support / Back Office | Transcom - UPS 2014 - 2022

- Supported customers through inbound calls and chat, including shipment-related concerns and general account assistance.
- Handled back-office and HR-related support tasks, documentation, and information processing.
- Built long-term experience in customer communication, problem solving, accuracy, and process-based work.

CORE SKILLS

Executive & Administrative Support • Online Research • Data Entry & Spreadsheet Organization • Communication & Coordination • Document Preparation • Canva & Basic Design • Basic Video Editing • Workflow & Tool Adaptation • AI-Assisted Research & Troubleshooting

TOOLS

Google Workspace • Microsoft Office • Canva • ChatGPT • Trello • Zoom • CapCut • MailerLite • Zapier • Dripify • ScoreApp • SwipeOne

SELECTED PROJECTS

TaraWork | Web Application Project 2026

- Helped take a job-platform idea from concept to a working project, including feature planning, user flows, branding direction, and AI-assisted development.

TintaLab Print Hub | Small Business Operations & Digital Tools 2026

- Set up business pricing systems, service planning, branding, a website, and custom pricing calculators for a local printing business.

ADDITIONAL

Portfolio website and detailed case-study PDF available upon request / through the portfolio site.