

CARLA PAYAG

Virtual Assistant
Office/Admin. Assistant
Encoder
Basic Graphic Design
Layout Artist
Video Editing
Cold Calling



0967 561-8308



cbapayag@gmail.com



Brgy. Sta. Clara Sur, Pila, Laguna

SKILLS

- Computer Literate
- 1. Microsoft Office (Word, Excel, Publisher and Power Point)
- 2. Windows Movie Maker / Capcut
- 3. ADOBE Photoshop
- 4. CANVA
- 5. Social Media
- Good communication skills both written and oral.
- Capable in analyzing and solving problems.
- Doing works with timely manner.
- Responsible for the entire task assigned.
- Strong organizational skills.
- Compassionate towards people and their well-being.

EDUCATION

TERTIARY: Bachelor of Arts in Communication
Southern Luzon State University
Lucban, Quezon
2005-2009

SECONDARY: San Antonio de Padua College
Pila, Laguna
2001-2005

EXPERIENCES

PROVINCIAL GOVERNMENT OF LAGUNA

Sta. Cruz, Laguna (Y.2011-2016)

1. Management Information System Office (MISO)

Official Website of Laguna (laguna.gov.ph)

October 17, 2011 – December 31, 2012

- Information System Researcher (ISR)
- News Writer/Editor
- Translator (English – Tagalog)
- **Data Encoder**
- **Layout Artist**
- **Video Editor**

2. Human Resource Management Office (HRMO)

Secretary to the HR HEAD

January 3, 2013 – June 30, 2016

- Data Encoder
- Answers phone calls and Emails
- In-charge in employees cases (Legal Complaints)
- In-charge at HRMO website
- Minutes of the meeting (noting data/info.)

Payroll Division Staff

- Issuance of Clearance for Terminal Leave, Vacation Leave & Loans
- In-charge of Bank Transaction phone call
- Makes & prints PGL's Permanent Employees Remittances & Contributions (Pag-IBIG, GSIS, PhilHealth)
- Payroll System Incentives Encoding & Printing
- Payroll Systems PaySlip Printing & distribution
- In-Charge of Alternative Learning System's (ALS) Payroll Completion & Compilation of requirements

INTERNATIONAL ORGANIZATION FOR STANDARDIZATION

ISO (9001:2008) Y.2013-2016

1. Document Control Center (DCC) Officer
2. Internal Auditor (ISO 9001:2008)

KAMAYAN @ PALAISDAAN RESTO RESORT KAMAYAN HOTEL

Brgy. Dila, Bay, Laguna

Front Desk Associate / Marketing Assistant

September 12, 2017 – December 23, 2018

NEGROS WOMEN FOR TOMORROW FOUNDATION INC. (NWF)

Project Dunganon – LOAN OFFICER Sta. Cruz, Laguna

April 2019 – December 30, 2019

VIRTUAL ASSISTANT - Cold Caller

Commercial Lending USA - July 2021 - July 2022

Outbound Calls (CRM)

VIRTUAL ASSISTANT - Customer Service Representative

Core Centraliz Washington (USA) - May 2023 - Present

Outbound/Inbound Calls (Clockify/Textnow)