



Reina Arenal

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PROFESSIONAL SUMMARY

Proactive and detail-oriented **Executive Assistant / Virtual Assistant** with over **5 years of experience** supporting executives, entrepreneurs, real estate agents and business leaders across the U.S., plus **2 years as a Medical Probe Assistant** in the healthcare sector. Skilled in **calendar and inbox management, client communication, CRM systems, travel coordination, project tracking, and social media/website support**. Recognized for adaptability, problem-solving, and maintaining confidentiality while ensuring smooth day-to-day operations. Currently pursuing **IT certifications** while continuing to deliver high-level executive support.

EDUCATION

Bachelor of Science in Computer Science

Cavite State University

Vice President - Information Technology Dept.

Secretary - Central Student Government

ELIGIBILITY

Career Service Professional Eligibility

Issued: March 2023

CERTIFICATIONS

Performing Data Recording and Reporting (May 2024) - TESDA

Introduction to Front Office Services (May 2024) - TESDA

Using Basic Formulas and Functions in Microsoft Excel (May 2024) - Coursera

PROFESSIONAL EXPERIENCE

Virtual Executive Assistant | Multiple U.S.-based Clients (Part-Time/Project Based)

Feb 2021 - Present

- Provide ongoing administrative and executive support to U.S.-based business owners.
- Manage calendars, inboxes, and travel coordination.
- Build and maintain websites (Wix, Squarespace, WordPress).
- Design social media graphics and assist with content scheduling.
- Update CRM databases (HubSpot, Copper) and support lead management.
- Manage membership communities, create and post content on TikTok and YouTube, and set up automations in Zapier and Beehiiv to streamline operations.

Virtual Assistant | Digicomm International

Jan 2022 – Sept 2025

- Entered and validated client quotes/orders in Excel/Google Sheets with attention to accuracy.
- Applied data validation and formatting techniques to maintain reliable spreadsheets.
- Conducted quality checks on records.
- Organized and updated digital files for easy retrieval and reporting.

Executive Assistant | Culture Biosciences (via Interloop, Makati)

Nov 2024 - June 2025

- Provided administrative support to U.S.-based biotech executives.
 - Managed executive calendars, coordinated meetings across U.S. time zones, and facilitated cross-functional communication.
 - Booked international flights, hotels, and travel logistics with accuracy and discretion.
 - Tracked expenses and prepared reports to support executive decision-making.
 - Maintained and organized confidential documents, reports, and internal communications.
 - Ensured smooth collaboration between leadership and internal teams by following up on tasks and deadlines.
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Executive Assistant | Execore (New York)

May 2024 - Nov 2024

- Managed executive calendars and prioritized tasks across multiple time zones.
- Handled inbox management: drafted responses, flagged urgent items, and maintained organization systems.
- Created SOPs, project trackers, and CRM updates.
- Supported client outreach, follow-ups, and lead retention efforts.
- Designed branded presentations and reports.

Membership & Events Assistant | GoBundance (Texas, U.S.)

Oct 2021 – Apr 2024

- Processed member applications, upgrades/downgrades, and onboarding/offboarding.
- Responded to member inquiries and maintained CRM records.
- Coordinated event logistics, including registrations, schedules, waivers, and reports.
- Prepared weekly reports and assisted with calendar and travel arrangements.

Medical Virtual Assistant | Lam Clinic (California, U.S.)

Aug 2021 - Sept 2021

- Handled patient data entry, scheduling, follow-ups, and scribing.
- Managed incoming calls and updated patient records.

Medical Probe Assistant | Intellicare (Makati)

Sept 2019 - June 2021

- Analyzed provider data and reviewed utilization trends.
- Negotiated medical provider rates and prepared reports and agreements.
- Liaised with medical providers and internal departments.
- Recommended corrective measures and reconciled unusual utilization cases.

SKILLS

Administrative: Calendar & Email Management, Travel Planning, Document Preparation, Data Entry, CRM Management, Reporting

Communication: Client Relations, Customer Service, Cross-Team Coordination, Confidential Correspondence

Tools & Platforms:

- Email/Docs: MS Outlook, Gmail, Google Workspace, MS Office Suite
 - Project Management: Asana, Trello, Monday.com
 - CRM: HubSpot, Copper
 - Graphics/Branding: Canva
 - Websites: Wix, Squarespace, WordPress
 - Accounting: Basic QuickBooks
 - Collaboration: Google Drive, Dropbox, OneDrive
 - Customer Support: RingCentral
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