



SHERNAN P. MABBORANG

Virtual Assistant / Secretary

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OBJECTIVE:

To leverage my organizational expertise and tech savviness with proven experience in managing schedules, handling correspondences, preparing reports, and providing technical support in operational settings. Strengthening my competence in delivering efficient remote support, streamlining workflows, and contributing to team productivity.

WORK EXPERIENCE

- **Technical Assistant**
Cagayan State University
Office of the Vice President for Academic Affairs
December 2020 - Present

- Manages calendar and scheduling for multiple executives
- Prepares comprehensive reports in written, PowerPoint, and AVP formats;
- drafts, files, and archives correspondences per ISO standards;
- handles project proposals from inception to submission;
- provides remote support via digital tools like Google Workspace, Zoom, and LMS to faculty and students from the different campuses;
- Addresses clients concern related to student services

- **Administrative Assistant**
Cagayan State University
Office of Student Welfare and Development
January 2016 - December 2020

- Processes applications, verify eligibility, track disbursements, and provide virtual consultations; and prepare financial aid reports
- Recruits, schedules, and supervises student assistants and conducts training;
- Organizes and facilitates regular student services meetings (in-person/virtual), including logistics, participant coordination, and follow-up actions; record and distribute proceedings digitally.
- Reviews, edits, and submits student and org project proposals;
- Maintains digital calendars, shared drives, and dashboards for real-time service tracking.
- Generates compliance reports

EDUCATIONAL QUALIFICATIONS

- **Bachelor of Science in Information Technology**
Cagayan State University
2013
- **Master in Information Technology**
Cagayan State University
2022
- **Master of Arts in Education major in Educational Management**
Cagayan State University
On Going

CORE COMPETENCIES

- Virtual Assistance and Administrative Support
- Social Media Management and Content Scheduling
- Email and Calendar Management
- Client Communication and Customer Service
- Data Entry and Documentation
- Operations Management
- Process Streamlining, Leas Nurturing
- Training and Proposal Creation
- Content and Graphic Design

TOOLS PROFICIENCY

- Google Workspace ; Microsoft Office Suite
- Social Media Platforms
- Zoom, MS Teams, Email Marketing
- Asana, Slack, Notion
- ChatGPT and Perplexity
- CapCut, Filmora, and Canva

TRAININGS

- Training Course on how to become a Virtual Assistant
- Training Course on Social Media Managements
- Training Course on Facebook Ads