

# Lois Kate Santiago Cruz

Organized · Detail-Oriented · Ready to Support Your Business

Non-Voice Tasks	Admin Support	Data Entry	Email Management	Canva Design
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## ABOUT ME

Hi! I'm **Lois Kate**, a detail-driven professional transitioning into a Virtual Assistant role with a solid background in logistics coordination and administrative support. Over my career, I've kept operations running smoothly — organizing high volumes of invoices, coordinating multi-leg trip schedules, and maintaining accurate records across fast-paced environments.

I specialize in **non-voice tasks** and thrive in structured, behind-the-scenes roles where accuracy and efficiency matter most. I'm reliable, quick to adapt, and genuinely love turning messy data and inboxes into organized, manageable systems.

## SERVICES OFFERED

<b>Data Entry &amp; File Organization</b> Accurate input, spreadsheet management & organized digital filing systems	<b>Online Research &amp; Lead Generation</b> Competitor research, market research & clean organized reports
<b>Email Management</b> Inbox sorting, drafting replies, follow-up tracking & priority flagging	<b>Social Media Content (Canva)</b> Branded graphics, content calendars & post templates
<b>Admin Support Tasks</b> Document prep, calendar management & task coordination	

## SKILLS & TOOLS

### CORE SKILLS

- Data entry & organization
- Internet & market research
- Email & calendar management
- Attention to detail & accuracy
- Document & file management
- Time management & multi-tasking

### TOOLS & SOFTWARE

- Microsoft Excel & Word
- Google Docs, Sheets & Drive
- Canva (basic graphic design)
- Gmail & Google Calendar
- Trello / task tracking tools
- PDF & document tools

## SAMPLE WORK

<b>Excel</b>	<b>Invoice Tracker Spreadsheet</b> Built a structured Excel tracker to log vendor invoices, due dates, payment status, and amounts — reducing missed payments and enabling faster monthly reconciliation. ✓ Reduced manual lookup time by organizing 100+ entries with auto-filters
<b>Research</b>	<b>Lead Generation Research List</b> Compiled a Google Sheet of 50 potential business leads with contact names, emails, company size, and industry — formatted for immediate outreach use. ✓ Delivered a clean, actionable list with verified contact details

<b>Canva</b>	<p><b>Social Media Post Templates</b></p> <p>Designed a set of branded Instagram posts using Canva — including promotional cards, quote graphics, and product highlight layouts in consistent brand colors.</p> <p>✓ Created 5-post template set ready for weekly scheduling</p>
<b>Admin</b>	<p><b>Email Inbox Organization System</b></p> <p>Set up a Gmail label and folder system for a sample inbox — categorizing emails by priority, client, and action required, improving response time.</p> <p>✓ Reduced inbox clutter by 60% with a clear label structure</p>

**WORK EXPERIENCE**

**Logistics Coordinator**

Previous Role

Logistics & Transport Industry

- Coordinated trip schedules and driver assignments across multiple routes, ensuring timely deliveries with minimal conflicts
- Organized and tracked 200+ vendor and supplier invoices monthly, maintaining accurate payment records
- Prepared trip reports, delivery receipts, and compliance documents, reducing paperwork errors through careful review
- Managed data entry across multiple spreadsheets, improving tracking accuracy and streamlining reporting
- Handled communications between drivers, suppliers, and management, ensuring smooth daily operations

**Administrative Assistant**

Previous Role

Office Administrative Support

- Managed executive calendars and scheduled meetings, reducing scheduling conflicts and improving time efficiency
- Handled email correspondence, drafted responses, and organized follow-up tasks to support team operations
- Maintained organized digital and physical filing systems, ensuring documents were easily retrievable
- Performed high-volume data entry with strong attention to accuracy, supporting payroll and records management
- Assisted in onboarding documentation and administrative support for 10+ team members

**GET IN TOUCH**

EMAIL	LOCATION	Philippines
LINKEDIN	AVAILABILITY	Open to work