

KATE ASHLEY BASILA

Administrative Assistant | Client Records & Document Support
+63 966 194 9054 • kateashleybasila1610@gmail.com • La Union, Philippines
Full-Time Remote • Long-Term Commitment

PROFESSIONAL SUMMARY

Detail-oriented Administrative Assistant experienced in client records management, document preparation and front-line customer support across a university executive office and small-business operations. Manages confidential files from intake through completion, handles high-volume inquiries by phone, email and chat, and prepares correspondence under deadline. Works independently with minimal supervision, follows procedures consistently, and flags issues early.

CORE COMPETENCIES

Client & Records Administration: Client file management (intake to completion), records maintenance and accuracy, data entry, document preparation and review, status tracking and file notes, confidentiality and data privacy

Communication: Professional written and verbal English, client phone and chat support, inquiry handling, email correspondence and follow-ups, cross-department coordination

Process & Organization: Standard Operating Procedures (SOPs), multitasking and prioritization, time management, meeting daily deadlines, early issue identification and escalation, independent self-directed work

Systems & Tools: CRM systems (GoHighLevel – in progress), Google Workspace, Microsoft Office (Word, Excel, Outlook), Meta Business Suite, Zoom, Canva, Adobe Acrobat; rapid adoption of new platforms

PROFESSIONAL EXPERIENCE

Administrative Assistant (Student Assistant)

Jun 2025 – Jul 2025; Apr 2026 – Jun 2026

Saint Louis University – Office of the Dean | Baguio City, Philippines

- Served as first point of contact for the Dean's Office, handling student, faculty and external inquiries by phone, email and in person, and resolving or routing each request appropriately.
- Managed confidential academic files end to end — receiving, verifying, encoding and digitising hundreds of student records, documents and inventory logs under data privacy standards.
- Maintained accurate records, statuses and file notes across office systems so any staff member could retrieve a current, correct file on demand.
- Prepared, formatted, reviewed and routed official reports and executive correspondence under tight deadlines, verifying accuracy and completeness before release.
- Coordinated schedules, meetings and facility reservations across departments, keeping concurrent requests moving without loss of detail.
- Followed established procedures consistently and escalated discrepancies or delays to supervisors early, before they affected students or faculty.

Teaching Intern (Assistant to Cooperating Teacher)

Aug 2025 – Mar 2026

Saint Louis Laboratory School / Mil-an National High School | Baguio City, Philippines

- Acted as liaison between students, parents and school administration, communicating updates and resolving concerns professionally.
- Maintained administrative data tracking including student evaluation logs, attendance records and progress documentation.
- Coordinated timelines and resource development for 40+ structured instructional modules, delivered on schedule.
- Ran daily operations and virtual sessions using Zoom, Canva, Kahoot! and Quizizz.

Operations & Customer Support Associate

Apr 2022 – Aug 2022

Clarita's by Chef Johnson | Alaminos, Pangasinan, Philippines

- Handled inbound inquiries by phone, Messenger chat and digital inbox, following up on each request until it was closed.
- Managed orders and advance reservations from initial contact through fulfilment, maintaining accurate booking records.
- Executed daily cashiering, financial transactions and administrative reconciliation with high accuracy.
- Managed brand social media channels via Meta Business Suite, producing visual assets in Canva.

EDUCATION

Bachelor of Secondary Education (BSEd), Major in English

Graduated 2026

Saint Louis University, Baguio City, Philippines

REMOTE WORK SETUP & ADDITIONAL INFORMATION

Home Office: Stable high-speed broadband (speed test on request), mobile hotspot and UPS power backup; dedicated quiet workspace with laptop, headset and webcam — can be demonstrated at interview

Languages: English (professional proficiency, written and spoken); Filipino (native)