

KAREN KAYE TAMAYO

Certified Administrative Assistant

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Certified Administrative Assistant with a strong background in remote administrative support and client coordination. Trained at Brigham Young University–Idaho through BYU–Pathway Worldwide, developing advanced skills in document preparation, scheduling, data management, and recordkeeping. Dedicated to supporting leaders and teams by maintaining accuracy, confidentiality, and organization in all administrative tasks. Known for clear communication, dependable work ethic, and a commitment to excellence in service and efficiency.

WORK EXPERIENCE

► Virtual Assistant (SMM & Web Design) | RTH Company (Remote)

Aug 2024 - Nov 2025

Provides organized administrative and digital support to business owners, improving team coordination, communication, and documentation accuracy.

- Coordinated and scheduled 100+ content posts monthly, ensuring 100% on-time delivery and improved engagement metrics by 20%.
- Streamlined client onboarding systems that cut administrative setup time from 3 days to 1 day, improving productivity and client satisfaction.
- Managed inboxes, calendars, and daily correspondence for up to 10 clients, improving response turnaround by 30% and reducing scheduling conflicts.
- Designed branded reports and templates that elevated the professionalism of client communications and presentations.
- Implemented workflow automation tools (e.g., Zapier, Trello) that reduced repetitive administrative tasks by 25%, increasing team efficiency.

► Peer Mentor in BYU-Pathway Worldwide | Bloom (Remote)

Sept 2022 - Dec 2023

Mentored and supported students in academic planning, financial management, and personal development through one-on-one coaching and progress tracking.

- Facilitated personalized mentoring sessions for 30+ students, resulting in a 40% improvement in academic follow-through and course completion rates.
- Created custom tracking templates and mentoring plans to help students manage workloads and deadlines effectively.
- Improved student retention by 25% through consistent follow-ups, structured planning tools, and proactive support communication.
- Maintained 100% accuracy in documentation and progress reporting for weekly faculty check-ins, ensuring data integrity.
- Recognized for building meaningful mentoring relationships that fostered accountability and confidence among mentees.

► Telehealth Video Proctor at AZOVA, UT | Remote

Dec 2021 - Mar 2022

Oversaw HIPAA-compliant telehealth testing sessions, ensuring accurate patient verification, scheduling, and secure record handling.

- Maintained a zero-error record in patient identity verification and reporting, ensuring reliable test results for healthcare partners.
- Helped increase patient satisfaction scores by providing prompt assistance and professional communication during high-volume testing periods.
- Recognized for efficiency, professionalism, and calm performance under pressure.
- Administered and monitored over 500 telehealth sessions, maintaining 100% compliance with HIPAA data privacy standards.

► Data Entry Specialist at MAKs Data Tech Services | On-site

Dec 2020 - Nov 2021

Processed and maintained large volumes of eCommerce data, ensuring product accuracy and consistency across multiple platforms.

- Improved team data verification processes, cutting duplicate entries by 15% and enhancing overall database accuracy.
- Encoded and organized 10,000+ documents into digital databases with 99% accuracy.
- Applied advanced Excel formulas to automate repetitive entry tasks.
- Maintained confidentiality and precision when handling sensitive information.
- Verified and cleaned daily data sets to maintain quality and prevent upload inconsistencies.

SKILLS

Hard Skills

- Administrative Support & Data Management
- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Google Workspace
- Scheduling & Calendar Coordination
- Recordkeeping & File Organization
- CRM & Workflow Systems

Soft Skills

- Attention to Detail & Organization
- Adaptability in Remote Environments
- Service-Oriented & Professional Work Ethic
- Team Collaboration & Dependability
- Confidentiality & Integrity
- Time Management & Prioritization
- Strong Written & Verbal Communication

EDUCATION

Brigham Young University–Idaho (via BYU–Pathway Worldwide)

Bachelor of Science in Professional Studies – Ongoing

Focus Areas: Business & Leadership, Administrative Management, & Graphic Design Fundamentals

Certificate in Administrative Assistant

Brigham Young University–Idaho (via BYU–Pathway Worldwide)

Completed: August 16, 2025

CHARACTER REFERENCES

Available upon request