

# CRISTINA GRACIA OSORIO

Virtual HR Assistant • Executive Support • Recruitment • Admin Operations

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Available for Remote Part-Time or Full-Time Roles | US • UK • AU • NZ Clients

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## PROFESSIONAL SUMMARY

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Versatile and highly organised remote professional with 14 years of experience spanning virtual HR assistance, executive and administrative support, end-to-end recruitment, client success management, and healthcare administration. Proven track record of directly supporting senior leadership across US and Australian-based organisations with full confidentiality, minimal supervision, and consistent delivery of high-quality results. Skilled in calendar management, executive correspondence, SOP development, compliance tracking, onboarding, payroll support, client intake, and operational reporting. Deeply proficient in Google Workspace, Microsoft Office, HubSpot, Notion, Canva, Zapier, and a wide range of remote collaboration tools. Known for a proactive mindset, meticulous attention to detail, and genuine ownership of every task undertaken.

## CORE COMPETENCIES

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**Executive & Admin Support:** Calendar & Schedule Management • Inbox Management & Correspondence • Meeting Preparation • File & Document Organisation • Data Entry • Report Preparation • Travel Coordination

**HR & Recruitment:** End-to-End Talent Acquisition • Job Posting & Screening • Interview Coordination • Employee Onboarding & Offboarding • Payroll Support • Performance Management • HRIS Management

**Operations & Compliance:** SOP Development & Documentation • Compliance Tracking • Licence & Certification Monitoring • Personnel Records Management • HIPAA-Compliant Data Handling • Audit-Ready Documentation

**Client & Customer Support:** Client Intake & Correspondence • Inbound & Outbound Calls • Appointment Scheduling • Lead Follow-Up • Client Success Management • VA Team Oversight

**Tools & Technology:** Google Workspace (Docs, Sheets, Gmail, Calendar, Drive) • Microsoft Office (Word, Excel, Outlook) • OneNote • HubSpot • Notion • Calendly • Zapier • Slack • Zoom • Trello • Canva • Scribe • Loom • SharePoint • HubStaff • Oracle PeopleSoft • ChatGPT • Claude

## PROFESSIONAL EXPERIENCE

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**Virtual HR & Administrative Assistant** April 2025 – Present | 14+ months

*Touching Hearts at Home* | Remote — Fort Collins & Westminster, CO, USA

- Directly supported leadership across two home care locations, managing scheduling, compliance tracking, executive correspondence, and day-to-day HR operations.
- Owned and managed staff scheduling and shift coordination, monitoring attendance, processing adjustments, and maintaining accurate calendar records.
- Drafted and distributed executive correspondence including monthly newsletters, operational reports, and compliance communications on behalf of leadership.
- Coordinated full onboarding process — managing new hire paperwork, completing reference checks, creating personnel files, and tracking compliance documentation.
- Monitored expiring employee certifications and licences, proactively following up to maintain zero compliance lapses across both locations.
- Managed compliance tracking for the Dementia Together continuing education programme, providing leadership with real-time visibility into staff certification status.
- Supported payroll processing by reviewing daily timesheets, flagging missed punches, overtime, and scheduling discrepancies for HR Director review.
- Administered the full time-off request process — logging, routing for approval, and updating schedules accordingly.
- Conducted digital exit interviews with departing caregivers, compiled findings into leadership summaries to identify attrition patterns.

- Drafted and maintained Standard Operating Procedures (SOPs), translating leadership input into clear, step-by-step operational guides.
- Tracked client and employee birthdays and anniversaries, sending personalised milestone communications on behalf of the administrative team.

### **Senior Recruitment Specialist II** February 2022 – Present | 4 years +

*TalentPop | Remote — Costa Mesa, CA, USA*

- Managed end-to-end recruitment for remote positions including job postings, candidate screening, virtual interviews, and onboarding across multiple departments.
- Sourced and engaged candidates using LinkedIn Recruiter and Apollo, building a consistent pipeline of qualified talent.
- Conducted structured competency-based interviews via Zoom, assessing cultural fit and role alignment for hiring managers.
- Collaborated with HR and BizOps teams to streamline the onboarding process, improving new hire integration and satisfaction.
- Developed SOPs and training documentation to standardise the recruitment process and support new hire ramp-up.
- Utilised HubSpot, Notion, Google Sheets, Slack, and Scribe to manage recruitment workflows and internal communications.
- Produced structured reports and status summaries for hiring managers and department leads.

### **Medical Virtual Assistant** January 2024 – February 2025 | 14 months

*Grow Therapy | Remote — New York, NY, USA*

- Managed confidential healthcare provider records in full compliance with HIPAA data protection standards.
- Created and maintained structured email templates in HubSpot for provider correspondence and claim submission audits.
- Compiled and analysed operational data for internal management reports, directly supporting leadership decision-making.
- Trained and mentored junior administrative staff on procedures, best practices, and data handling standards.

### **Freelance Administrative & Lead Generation Specialist** January 2025 – March 2025 | 3 months

*Independent Contractor | Remote*

- Provided confidential executive-level administrative and lead generation support for a private client pursuing a business acquisition in the real estate sector.
- Researched and identified target brokers, built qualified outreach lists, and managed professional email campaigns.
- Maintained organised records of outreach activity, responses, and follow-up schedules to ensure pipeline continuity.
- Handled all sensitive business acquisition information with full discretion and confidentiality.

### **Insurance Verification & Client Intake Specialist** February 2022 – May 2023 | 1 year 3 months

*Compassionate Psychiatric Services | Remote — Frisco, TX, USA*

- Served as a primary point of contact for mental health patients, managing new client intake with sensitivity, professionalism, and compassion.
- Verified insurance coverage for patients by liaising with insurance companies and online portals, ensuring accurate and timely processing.
- Obtained referrals and authorisations for services not directly covered under patient plans, following up persistently until resolutions were reached.
- Monitored regulatory changes in insurance policies and adapted intake and billing practices accordingly.
- Maintained detailed client records and filing systems in compliance with healthcare data protection standards.

### **Team Lead – Client Success Manager** January 2019 – April 2020 | 1 year 4 months

#### *VA Platinum | Cebu City, Philippines — Australian Client Accounts*

- Managed client correspondence on behalf of Australian Financial Planning and Mortgage Broking businesses, ensuring professional and timely communication.
- Oversaw a team of Virtual Assistants supporting Australian clients, monitoring performance, providing coaching, and aligning output with client expectations.
- Served as the primary liaison between Australian clients and their VA teams, managing escalations and maintaining service quality standards.
- Issued performance notices and disciplinary actions in compliance with company policy.
- Progressed from HR Specialist to Team Lead within 12 months based on strong performance and leadership capability.

#### **HR Specialist & Client Services Officer** January 2019 – December 2019 | 12 months

##### *VA Platinum | Cebu City, Philippines*

- Managed full-cycle recruitment — job postings, applicant screening, interview scheduling, offer letters, and contract facilitation.
- Developed, updated, and enforced HR policies and SOPs tailored to remote workforce compliance requirements.
- Maintained physical and digital staff files in line with audit and confidentiality requirements.

#### **Client Services Officer & Associate Program Manager** July 2015 – December 2018 | 3 years 6 months

##### *Convergys (Cigna) | Cebu City, Philippines — US Client*

- Built and maintained strong client relationships, serving as the primary point of contact for ongoing account management and issue resolution.
- Produced detailed financial reports and operational spreadsheets for client accounts, ensuring accuracy against contractual agreements.
- Managed Oracle PeopleSoft (ERP) for procurement and purchase order processing.
- Created internal and external spreadsheets and maintained recurring operational reports.

#### **Customer Service Representative** September 2011 – July 2015 | 3 years 10 months

##### *Convergys (Anthem) | Cebu City, Philippines — US Client*

- Delivered high-volume professional customer support for US health plan providers in a fast-paced call centre environment.
- Processed insurance claims and responded accurately to provider billing and coding enquiries.
- Consistently met customer satisfaction targets and quality benchmarks in a structured, performance-driven environment.

## **EDUCATION**

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#### **Bachelor of Science in Psychology** 2016

*University of San Jose Recoletos | Cebu City, Philippines*

## **KEY HIGHLIGHTS**

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- 14 years of total professional experience across customer service, HR, recruitment, executive support, and healthcare administration.
- 5+ years supporting US-based organisations remotely — healthcare, home care, and ecommerce sectors.
- Direct experience supporting Australian clients in Financial Planning and Mortgage Broking through VA Platinum.
- HIPAA-compliant data management experience across two healthcare roles.
- Proven SOP development capability — built and maintained operational documentation across multiple organisations.
- Proficient in 15+ remote work tools including Google Workspace, Microsoft Office, HubSpot, Notion, and Zapier.

- Psychology graduate — bringing strong interpersonal, empathy, and communication skills to every client interaction.