

PROFESSIONAL SUMMARY

Executive Virtual Assistant | Operations Coordinator & Supervisor with several years of experience supporting business operations, customer service, scheduling, dispatch coordination, invoicing, reporting, and administrative management in fast-paced remote environments. Proven ability to coordinate between management, field teams, customers, and internal departments to ensure smooth daily operations and high service standards. Experienced in handling customer escalations, workflow management, CRM systems, documentation, and process improvement initiatives. Highly organized, detail-oriented, and adaptable professional with strong communication, multitasking, and problem-solving skills committed to operational efficiency and exceptional customer support.

Executive Virtual Assistant | Operations Coordinator & Supervisor (December 2023 - April 2026)

Water Filtration Provider Company - Australia-based

Operations Coordinator

- Coordinated daily operations between office staff, field technicians, warehouse personnel, and management to ensure smooth workflow and timely service completion
- Managed scheduling, dispatch, appointment coordination, and job tracking for ongoing projects and service requests
- Maintained accurate customer records, job notes, invoices, purchase orders, and operational documentation within CRM systems
- Followed up on pending jobs, approvals, incomplete tasks, and customer concerns to prevent operational delays
- Communicated scheduling updates, service changes, and operational information clearly to customers and internal teams
- Assisted with invoicing, billing coordination, reporting, and administrative support tasks
- Coordinated with technical and warehouse teams regarding materials, parts availability, and scheduling updates
- Monitored workflow efficiency and helped identify process improvements to support daily operations

Operations Supervisor

- Supervised day-to-day operational activities and ensured team productivity, efficiency, and compliance with company procedures
- Led and supported administrative and operations staff in a fast-paced service environment
- Oversaw scheduling, dispatch coordination, workflow management, and service completion timelines
- Managed customer escalations, operational concerns, and service-related issues professionally to maintain customer satisfaction
- Monitored team performance, task completion, and operational KPIs to ensure service standards were consistently achieved
- Coordinated communication between management, field teams, office staff, and customers to maintain smooth operations
- Assisted in implementing process improvements to streamline workflows and reduce operational delays
- Ensured accurate reporting, documentation, operational updates, and compliance records were properly maintained
- Supported leadership with operational planning, task delegation, and continuous workflow improvement initiatives

eCommerce Specialist: Content Writer/Product Lister

eCommerce Business - Full Time (April 2021 - September 2023) - Australia-based

Social Media & Lead Gen Specialist - Part-time (January - December 2021) - Paragon Outsourcing

eCommerce Specialist

- Managed customer inquiries, order updates, and product-related concerns through email and online platforms
- Processed customer orders, maintained inventory accuracy, and ensured timely order fulfillment
- Maintained accurate product listings, pricing, and customer information with strong attention to detail
- Assisted customers professionally while resolving issues and improving overall customer experience
- Handled multitasking responsibilities in a fast-paced remote work environment

Social Media & Lead Generation Specialist (Part-Time)

- Developed and scheduled social media content using Buffer, ensuring consistency with brand voice and improving audience engagement and content workflow.
- Created lead generation initiatives and sourced potential leads using LinkedIn Sales Navigator, streamlining outreach and improving targeting.
- Researched trends and optimized posts, ensuring content remained relevant and resonated with the target audience.
- Collaborated with teams to align social media efforts with marketing goals, enhancing campaign consistency.

Freelancer - (August 2018 - May 2021)
Quality Analyst (Full-time) & ESL Tutor (Part-time)
Upwork | Rarejob Phils | English Central

Quality Analyst

- Monitored and evaluated customer interactions to ensure compliance with company standards, quality guidelines, and customer service expectations
- Conducted call audits and performance evaluations while providing constructive feedback and coaching to improve agent performance
- Identified trends, process gaps, and service improvement opportunities through quality analysis and reporting
- Collaborated with supervisors and operations teams to implement quality assurance initiatives and improve customer experience
- Maintained accurate audit records, reports, and performance documentation to support operational and compliance objectives

ESL Tutor

- Conducted one-on-one online English lessons for international students with diverse learning needs and proficiency levels
- Developed customized lesson plans and learning materials to improve students' speaking, listening, reading, and comprehension skills
- Provided clear communication, guidance, and constructive feedback to support student progress and confidence
- Maintained accurate student records, lesson notes, schedules, and performance evaluations
- Managed multiple classes and schedules efficiently while delivering professional and engaging learning sessions

Workforce Management - Real-Time & Reporting Analyst (August 2016 - July 2018)
Account Billing & Fraud Analyst (Non-voice)
Bell & Virgin Mobile | iQor Clark

Real-Time & Reporting Analyst

- Monitored real-time operational performance, staffing levels, and service metrics to ensure daily service goals and SLAs were achieved
- Generated and maintained daily, weekly, and monthly reports related to attendance, productivity, scheduling, and operational performance
- Coordinated with supervisors, higher levels and client to address staffing gaps, schedule adjustments, and workflow concerns in a fast-paced environment
- Analyzed trends and performance data to identify operational issues and recommend process improvements for efficiency and service optimization
- Maintained accurate workforce records, reporting documentation, and performance trackers using Excel and internal management systems

Account Billing & Fraud Analyst

- Assisted customers with billing inquiries, payment concerns, account discrepancies, and account-related issues while delivering excellent customer service
- Investigated suspicious account activities and potential fraud cases, following company procedures and escalation protocols
- Reviewed account transactions, billing records, and payment histories to ensure accuracy and identify irregularities
- Coordinated with internal departments to resolve customer concerns, account disputes, and fraud-related issues efficiently
- Maintained accurate customer records, case documentation, and investigation reports while ensuring compliance with company policies and security standards

Tools Admin Specialist (July 2013 - July 2016)
Technical Support Representative
Microsoft | Sutherland Global - Clark & Tarlac

Tools Admin Specialist

- Created and managed employee tool access, user accounts, and system permissions to ensure smooth daily operations and compliance
- Generated and maintained daily, weekly, and monthly audit reports using Microsoft Excel with strong attention to detail
- Coordinated with operations, leadership, and support teams to resolve tool access issues and system-related concerns efficiently
- Monitored and tracked user logins, account renewals, and system updates to minimize operational disruptions
- Provided technical and administrative support for internal tools, troubleshooting access issues and maintaining accurate documentation

Technical Support Representative

- Provided technical support for Microsoft Office application installations, configuration, and troubleshooting
- Assisted customers with resolving installation errors, software issues, activation concerns, and application-related technical problems
- Diagnosed and resolved technical issues efficiently while maintaining excellent customer service
- Guided users through step-by-step troubleshooting processes for Microsoft Office applications
- Documented technical concerns and resolutions accurately within internal systems

Tools & Softwares



ChatGPT



WFH EQUIPMENTS

- HP LAPTOP - 16GB RAM | Windows 11
- 2ND MONITOR GAMBIAS
- JABRA WIRED HEADSET
- EMEET 4K WEBCAM
- ISP: CONVERGE WITH BACKUP POWER UP TO 4 - 6 HOURS
- DITO & GLOBE MOBILE DATA AS BACKUP
- POWERBANK
- MINIMAL TO NO POWER INTERRUPTION

EDUCATION BACKGROUND

BACHELOR OF ARTS IN COMMUNICATION - DEGREE HOLDER
SYSTEMS PLUS COLLEGE FOUNDATION | 2017 - 2020
ANGELES CITY, PAMPANGA

BACHELOR OF ARTS & SCIENCES - MAJOR IN MULTIMEDIA ARTS
MAPUA MALAYAN COLLEGES LAGUNA | 2011 - 2013
CABUYAO CITY, LAGUNA

Character reference available upon request