

REMY-ERL NAYA LI O. MANDANE

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PROFESSIONAL SUMMARY

Results-driven Virtual Assistant and Operations Support professional with experience in customer service, sales, procurement, and team leadership. Proven ability to manage multiple campaigns, lead teams, and streamline operations across remote and on-site environments.

ConsBeez Call Center

(NOVEMBER 2023 - OCTOBER 2025)

Virtual Assistant & Customer Support Specialist (Freelance / Contract)

- Managed multiple short-term campaigns across customer service, sales, and administrative support
- Handled inbound and outbound calls, lead generation, appointment setting, and CRM management
- Provided calendar management, scheduling, and administrative support to clients
- Created reports, tracked performance metrics, and ensured data accuracy across projects
- Delivered consistent results in fast-paced, high-volume environments

LEADERSHIP AND OPERATIONS ROLES (Project-Based)

Operations Manager | EASTAT Ltd Ireland

- Oversaw property operations, including maintenance coordination, guest support, and booking management
- Handled escalations, payment issues, and client concerns to maintain service quality

Chief Operations Officer | The Truth Capital

- Directed daily operations, client onboarding, and credit evaluation processes
- Led cross-functional teams and improved workflow efficiency and client experience

Subject Matter Expert / QA Support | ConsBeez Call Center

- Trained and coached agents, monitored calls, and ensured quality standards
- Collaborated with management to improve campaign performance

Dispatcher & Data Analyst | MetroLivery

(FEBRUARY 2025 - MAY 2025)

- Monitored real-time operations and coordinated communication between drivers, clients, and management
- Maintained accurate dispatch logs and reports for operational tracking
- Ensured compliance with company protocols and service standards

Sales & Marketing Associate | Honors Way Group

(MAY 2025 - AUGUST 2025)

- Managed CRM pipelines and conducted high-volume outbound calls for lead generation
- Created marketing content, emails, and video materials to support campaigns
- Collaborated with teams to improve brand visibility and engagement

Bureau of Fisheries and Aquatic Resources

Region IV-B (MIMAROPA) Regional Office

(OCTOBER 2025 - PRESENT)

BAC Secretariat Staff

- Assisted in end-to-end procurement processes in compliance with RA 9184 and RA 12009
- Prepared bidding documents and coordinated BAC activities and supplier communications
- Maintained procurement records for audit and regulatory compliance
- Supported bid evaluation, documentation, and contract preparation

EARLY EXPERIENCE

Personal Tutor

(SEPTEMBER 2022 - MAY 2023)

- Developed learning materials and conducted structured review sessions for students

Voice-Over Artist

(FREELANCE)

- Produced voice-over content for ads, events, and digital media

EDUCATION:

Senior High School – STEM

UNIVERSITY OF SAN CARLOS (AUGUST 2019 - JULY 2020)

Bachelor of Science in Marine Biology

UNIVERSITY OF SAN CARLOS (AUGUST 2021 - JULY 2022)

CO-CURRICULAR AND OTHER AFFILIATIONS

Confédération Mondiale des Activités Subaquatiques (CMAS)

Certified Open Water Diver

(JUNE 2021 - PRESENT)

SKILLS AND INTERESTS

Personal Skills

- Customer Service • Virtual Assistance • Lead Generation • CRM Management • Appointment Setting

Technical Skills

- Microsoft Office • Basic Graphic Design • Social Media Management • Data Entry & Reporting

Leadership Skills

- Team Management • Training & Coaching • Quality Assurance • Operations

Coordination