

GWENDOLYN LAZARITO

Cebu City, Philippines | +63 977 779 8059 | gwen.lazarito@gmail.com

PROFESSIONAL SUMMARY

Operations and Project Management professional with 10+ years of experience supporting Australian businesses through executive support, client success management, project coordination, and community operations. Experienced in managing remote teams, improving workflows, coordinating cross-functional projects, and supporting high-growth organizations.

CORE SKILLS

Project Management | Executive Support | Operations Coordination | Client Success | Community Management | Process Improvement | Stakeholder Communication | Event Coordination | SOP Documentation | Team Leadership

EXPERIENCE

VBP BACK OFFICE SOLUTIONS (SUPPORTING INVEST BLUE)

Client Services Manager | 2025–2026

- Managed operational performance across multiple client accounts
- Led a team of 18 staff supporting Australian operations
- Improved workflows and reporting systems through process optimization

VBP BACK OFFICE SOLUTIONS (SUPPORTING ENSOMBL)

Design & Project Lead | 2023–2025

- Delivered Ensombl's international rebrand in under 3 months
- Project managed the launch of Ensombl Talent Hub in 6 months
- Coordinated podcast, research, and content launches

Community Manager | 2019–2024

- Helped grow community membership from 500 to 8,000 members
- Managed Mighty Networks community platform and engagement initiatives
- Coordinated major virtual and in-person industry events

FREEDOM MIGRATION

Project Manager | 2017–2018

- Managed end-to-end project coordination and reporting

Executive Administrative Assistant | 2017

- Provided executive support and operational coordination

REDAPTIVE LLC

Email Marketing Specialist | 2016–2017

- Increased email open rates by 10% and CTR by 7%

EDUCATION

Bachelor of Science in Information Technology

Systems Technology Institute | 2010 Dean's Lister | TESDA Scholar

CERTIFICATIONS

- Lean Six Sigma Yellow Belt — MF Operational Excellence (2026)
- EF SET English Certificate — C2 Proficient (2026)

TOOLS

Asana | ClickUp | Slack | HubSpot | Notion | Canva | Zapier | Google Workspace | ChatGPT | Claude | Gemini