

# THEA CLAIRE G. NASTOR

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Urdaneta City, Philippines |

## PROFESSIONAL SUMMARY

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Executive Assistant candidate with 3+ years of experience in operations support, team coordination, client communication, and administrative management across fast-paced environments. Managed staff scheduling, appointment coordination, reporting, and customer-facing operations while maintaining organized workflows and accurate records. Proficient in Google Workspace, Microsoft 365, ClickUp, Notion, Slack, and CRM platforms. Recognized for strong follow-through, professional communication, and the ability to keep daily operations running smoothly across shifting priorities and deadlines.

## KEY SKILLS

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Calendar Management | Inbox & Email Management | Meeting Coordination | Client Communication | Google Workspace | CRM Management | ClickUp & Notion | Data Reporting & Documentation | Slack & Remote Collaboration | ChatGPT & AI Productivity Tools

## PROFESSIONAL EXPERIENCE

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### APPOINTMENT SETTER & CLIENT COORDINATOR

Freelance January 2026 - May 2026

- Conducted outbound calls to potential insurance clients, generating 50–100 qualified leads weekly for the sales team
- Scheduled and confirmed client appointments while maintaining organized follow-up tracking in CRM systems
- Responded to inbound and outbound inquiries across calls and messages with consistent daily follow-ups
- Updated CRM records and client information daily to maintain accurate lead tracking and reporting
- Followed structured call workflows while building rapport with potential clients during initial outreach

### SHIFT MANAGER | OPERATIONS SUPPORT LEAD

Golden Arches Development Corporation | May 2024 - May 2026

- Supervised daily store operations and coordinated shift coverage to maintain smooth service operations
- Managed staff scheduling, task delegation, and daily team coordination during high-volume shifts
- Resolved customer concerns and service issues while maintaining professional front-facing communication
- Oversaw cash handling, end-of-day reporting, and daily reconciliation processes with consistent accuracy
- Trained and onboarded new team members on operational procedures, customer service standards, and workflow processes

### ADMINISTRATIVE ASSISTANT & CASH OPERATIONS SUPPORT

Km.183 Engineering Works & Engine Services | July 2022 - April 2024

- Processed 50+ daily customer transactions across cash and check payments while maintaining organized financial records
- Assisted clients with quotations, scheduling inquiries, and document requests through in-person and phone communication

- Organized filing systems and operational records to support faster document retrieval and daily office coordination
- Maintained accurate reporting and documentation for administrative and cashiering operations
- Provided front desk and administrative support to ensure smooth day-to-day office workflows

## TECH PROFICIENCY

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**Productivity & Admin:** *Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365, Notion, Airtable*

**Communication:** *Slack, Zoom, Google Meet, Loom, Calendly*

**CRM & Marketing:** *HubSpot, Mailchimp, GoHighLevel, Later, Buffer*

**AI & Automation:** *ChatGPT, Grammarly, Gemini, Google Apps Script*

**Design & Content:** *Canva, CapCut,*

**Project Management:** *Asana, Trello, ClickUp*

## EDUCATION

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***Bachelor of Science in Business Administration Major in Financial Management with Specialization in Business Analytics***

*Saint Louis University | Baguio, City, Philippines | 2022*

## REMOTE WORK READINESS

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**Internet:** Converge Fiber 100 Mbps (primary) | Globe 5G Mobile Hotspot (backup)

**Power Backup:** Generator access available during outages

**Equipment:** HP Laptop | Dual monitors | Noise-cancelling headset | HD webcam

**Workspace:** Dedicated home office with quiet, professional video call environment

**Availability:** Full-time support for US (EST/PST), UK (GMT), and AU (AEST) time zones

## LANGUAGES

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**English:** *Fluent*

**Filipino:** *Native*