

## CLEMENT ANGELO CARPIO AGANON

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### PROFESSIONAL SUMMARY

Results-driven Executive Virtual Assistant with 7+ years of experience streamlining operations, managing executive priorities, and driving measurable business growth. Proven track record in boosting productivity, increasing revenue by up to 20%, and improving efficiency by 50% through workflow optimization and strategic support. Adept at high-level communications, complex scheduling, and confidential project management in fast-paced remote environments.

### CORECOMPETENCIES

- Executive Calendar & Email Management
- Travel Planning & Meeting Coordination
- CRM Management (HubSpot)
- Lead Generation & Prospect Research
- Project Management (Asana, Trello)
- Social Media Strategy & Content Creation (Canva, Meta Business Suite)
- AI Tools for Workflow Optimization (ChatGPT, Jasper)
- Data Entry, Reporting & KPI Tracking
- Payroll & Invoice Processing
- Vendor & Client Relationship Management
- Website Management

## PROFESSIONAL EXPERIENCE

### ■ ProSulum, LLC-Remote

Executive Virtual Assistant / Virtual Systems Architect | Jun 2021 – May 2026

- Managed operations for 6 franchise locations, optimizing scheduling, payroll, and reporting, delivering 40% faster turnaround times.
- Increased catering sales by 20% through strategic cold calling and email campaigns.
- Redesigned websites, improving online inquiries by 35%.
- Boosted fitness studio leads by 150% in 3 months via targeted social media campaigns.
- Reduced communication delays by 30% with centralized Slack/MS Teams workflows.

### ■ Pacific Reliance Business Brokers / Pacific Restaurant Brokers – Remote

Executive Administrative Assistant & Broker-in-Training | Dec 2018 – Dec 2021

- Coordinated 50+ business transactions, maintaining flawless scheduling and document accuracy.
- Provided market research that contributed to high-value deal closures.
- Implemented digital filing systems, reducing document retrieval time.

### ■ Sutherland Global Services – Philippines

Virtual Quality Analyst / LMS Advisor / Subject Matter Expert | Feb 2017 – Jan 2019

- Raised compliance scores from 85% to 95% by implementing quality assurance protocols.
- Trained 15+ employees, reducing errors by 25%.
- Achieved 95% first-contact resolution rate for technical LMS support cases.

### ■ Teleperformance & Convergys – Philippines

Technical Support Representative | Feb 2016 – Feb 2017

- Exceeded KPIs by 15% while maintaining 95%+ customer satisfaction ratings.
- Resolved high-volume inbound technical issues efficiently and accurately.

## EDUCATION

**Bachelor of Arts in Political Science** – Saint Louis University, 2015

Additional coursework: **Bachelor of Laws** – Saint Louis University

## LEADERSHIP & VOLUNTEER EXPERIENCE

Satellite Coordinator– B1G Tarlac, Christ's Commission Fellowship | Aug 2022 – Present

- Leads event planning and community engagement for 30–50 attendees, improving retention and participation rates.