



JOBERTSON PETILUNA

Executive Assistant

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📍 Mandaue City, Philippines

ABOUT ME

With a strong background in full-cycle sales support and customer service, I bring sharp problem-solving, organizational strength, and proactive communication—key assets for an Executive Assistant. My experience building client relationships, coordinating cross-functional teams, and streamlining operations allows me to support executives with focus and efficiency.

WORK

JUL 2025 -
MAR 2026

ATHENA

Executive Partner

- Increased executive availability and reclaimed ~10 weekly hours by proactively managing complex calendars, prioritizing shifting commitments, and optimizing daily schedules, enabling the CEO to focus on high-impact investment decisions and strategic growth
- Expanded Improved operational efficiency and reduced scheduling conflicts by coordinating meetings, travel, and personal obligations with precision and adaptability, ensuring seamless time management and uninterrupted workflow
- Enhanced executive productivity and responsiveness by anticipating needs, handling personal and administrative tasks, and maintaining clear communication across stakeholders, allowing the CEO to operate with greater focus and effectiveness

DEC 2023 -
MAY 2025

AGROSS AGRI TRADING

Business Development Executive

- Drove sales by 900% and promotion of coffee products by launching targeted marketing campaigns, opening new markets and developing new customer relationships
- Expanded product reach by analyzing market trends and tailoring sales strategies, leading to greater brand visibility and stronger regional sales performance
- Enhanced brand awareness and increased market share by planning and executing strategic sales activities
- Established seamless end-to-end sales support by managing the full order process, from inquiry to fulfillment

SEP 2022 -
OCT 2023

MAGIC, INC.

Executive Assistant

- Reduced turnaround time by 30% through streamlining daily executive support, preparing actionable reports and coordinating across departments
- Increased qualified leads by 45% through targeted outreach and efficient inbox management using tools like HubSpot and Gmail filters
- Ensured seamless scheduling and follow-up by implementing calendar blocks, automated reminders, and real time coordination, contributing to improved client conversion and executive efficiency

MAY 2022 -
AUG 2022

HAULLA
Account Manager

- Promoted waste management solutions to commercial clients through personalized email campaigns and segmentation, resulting in a 30% increase in qualified inbound inquiries
- Generated qualified leads by leveraging LinkedIn Sales Navigator, industry databases, and targeted outreach scripts—boosting lead conversion by 25%
- Reduced turnaround time by 40% and increased proposal acceptance by preparing and sending tailored quotations and contracts using DocuSign
- Contributed to a 35% uplift in closed deals and stronger long-term client retention by managing end-to-end contract negotiations through client-specific value propositions

AUG 2021 -
APR 2022

AFNI
Sales Representative

- Resolved live chat inquiries for a telecommunications account with speed and accuracy, boosting customer satisfaction and reducing repeat contacts
- Exceeded sales targets by applying consultative upselling strategies, ranking in the top 5 % of the team and contributing to weekly revenue growth
- Awarded Best Sales Agent of January 2021 for exceeding targets through strong client engagement, upselling, and effective communication

JAN 2019 -
JUL 2021

ALORICA
Sales Representative

- Enhanced customer satisfaction for a telecommunications account by leveraging active listening and rapid problem-solving to deliver timely, effective live chat support and achieve a first-contact resolution rate exceeding 90%
- Surpassed monthly sales targets by at least 15% by applying strategic upselling through tailored product recommendations and real-time customer profiling
- Improved customer satisfaction and reduced resolution time by efficiently guiding users through account features using personalized, step-by-step support

EDUCATION

UNIVERSITY OF THE PHILIPPINES - DILIMAN
Bachelor's Degree, Materials Engineering

PROFICIENCY IN TOOLS

Asana
DocuSign
Google Calendar
Google Docs
Google Mail
Hubspot
LinkedIn Sales Navigator
Notion
Slack
Zoom

TASK EXPERTISE

Appointment Setting
Calendar Management
Cross-functional Coordination
Customer Service
Lead Generation
Sales Correspondence
Travel Management