

Nathalie Francia E. Galban

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Professional Summary

Results-driven and dedicated professional with 10+ years of experience in customer service, administrative operations, recruitment, and team leadership. Adept at driving performance, streamlining workflows, and delivering excellent client experiences. Passionate about community leadership, continuous learning, and developing impactful relationships.

Core Competencies

- Team Leadership & Performance Coaching
 - Administrative & Office Operations
 - Client Relations & Customer Service
 - Recruitment & Interview Coordination
 - Event Planning & Marketing
 - Communication & Problem Solving
 - Budgeting & Scheduling
 - Microsoft Office Suite, Data Entry
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Professional Experience

Freelance Virtual Assistant

Attorney Assistant LLC | June 2025 – May 2026

- Intake screening of possible clients for a law firm.
- File application of claimants to government agencies.

Team Leader

Pathcutters Philippines | May 2018 – May 2025

- Supervise team to ensure compliance with client standards and internal policies.
- Monitor attendance, provide coaching, and foster accountability and growth.
- Manage documentation, task delegation, and report generation.

Administrative Assistant

Pathcutters Philippines | May 2018 – May 2025

- Ensure seamless daily operations by handling administrative workflows.
- Maintain accurate filing systems and timely documentation.
- Coordinate internal communication and task execution.

Recruitment Analyst

TELUS International Philippines | Sept 2016 – Jan 2018

- Conducted pre-screening and scheduled qualified candidates for interviews.
- Liaised with departments to ensure recruitment needs were met.
- Strengthened candidate engagement through clear, empathetic communication.

Customer Service Representative

TELUS International Philippines | Sept 2015 – Sept 2016

- Delivered support for fitness device users in North America.
- Resolved activation, troubleshooting, and replacement concerns efficiently.
- Maintained high customer satisfaction through responsive assistance.

Food & Beverage Manager

Tyrol Restaurant | Jan 2014 – Aug 2014

- Directed daily restaurant operations and ensured consistent service quality.
- Prepared forecasts, managed inventory, and organized staff schedules.
- Reported directly to the owner and implemented efficiency strategies.

Customer Service Representative

Panasiatic Solutions Inc. | Dec 2012 – Aug 2013

- Assisted U.S. customers with prepaid mobile setup and troubleshooting.
- Maintained clarity and patience in guiding clients to solutions.

Store Manager

Coffee Prince and Restaurant | Feb 2012 – Aug 2012

- Oversaw operations, from inventory and payroll to marketing initiatives.
- Led dining service team and ensured high-quality guest experience.

Reservation Associate

Pan Pacific Manila Hotel | Jan 2011 – Mar 2011

- Processed reservations and handled guest inquiries.
- Coordinated with internal departments for seamless customer service.

Catering Supervisor

Cafe Cyrilla – St. Scholastica’s College | Jan 2009 – May 2010

- Managed student cafe operations and supervised practicum activities.
- Developed student schedules and assessed performance.

Barista

Starbucks (Rustan Coffee Corp.) | Jun 2008 – Feb 2009

- Prepared high-quality beverages and upheld brand standards.
 - Delivered consistent, friendly service in a fast-paced environment.
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Education

De La Salle University – Manila

Master of Science in Entrepreneurship | May 2011 – Aug 2012

St. Scholastica’s College – Manila

Bachelor of Science in Hotel & Restaurant Management | Jun 2004 – Mar 2008

Awards & Recognition

- JCI Philippines Certified Trainer (2025)
 - JCI Star Member - Junior Chamber International (2025)
 - JCI Star Member - Junior Chamber International (2024)
 - Q2 Rockstar Nominee – Pathcutters Philippines (2019)
 - Most Improved, Talent Acquisition – TELUS International (2016)
 - Coffee Master – Starbucks Philippines (2008)
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Volunteer Leadership

JCI Bacolod

- President (Oct 2025 - Dec 2026)
- Executive Vice President (Oct 2024 – Present)
- Director for Internationalism & Partnerships (Oct 2023 – Dec 2024)
- Member (Nov 2022 – Present)