

SALLYMAR QUIBLAT

EXECUTIVE VIRTUAL ASSISTANT, HR, CLIENT ONBOARDING and PROJECT MANAGER

Contact Details

003 A. Velez Avenue Apovel Subdivision, Bulua, Cagayan de Oro City, Philippines
+63 9664694878
sallycera01@gmail.com

Professional Profile

Highly skilled Executive Assistant, HR, Operations, and Client Onboarding with over 15 years of experience supporting executives, managing operations, leading teams, and driving organizational success. Experienced in client onboarding, project management, HR systems and processes, team training, SOP development, customer support, and administrative management. Skilled in guiding new clients through onboarding processes, maintaining strong client relationships, and ensuring a smooth and positive client experience. Known for strong leadership, problem-solving, attention to detail, and the ability to proactively identify business gaps and implement solutions that improve efficiency, client satisfaction, and team collaboration.

Skills

- Executive Assistance
- Project Management
- Human Resource Management
- Operations Management
- Team Training & Development
- SOP Development
- Customer Support
- Calendar & Email Management
- Social Media Management
- Recruitment & Training
- Event Planning & Management
- Data Entry & Research
- Administrative Support
- Client Onboarding

Tools

Microsoft Office, Google Applications, Slack, Trello, Asana, Basecamp, Canva, Loom, Snagit, Calendly, Podio, Camtasia, Adobe Photoshop, Wordpress, Infusionsoft

Work History

Ops/HR Manager – Sales Creator

July 2025 – Present

- Project management – staying on top of all projects and discussions in Slack
- Being the loudest voice in the room to ensure accountability and clear communication
- Team member training and onboarding
- Creating SOPs for the entire business
- Proactively identifying gaps in the business and recommending solutions
- Building strong team relationships and acting as a bridge between management and staff

Administrative Business Partner – Trideca Pty Ltd

July 2022 – June 2024

- Supported company leadership and department activities
- Managed schedules and calendars for executives
- Handled travel arrangements and hotel bookings
- Organized project meetings and maintained company records
- Supported finance and People & Culture departments
- Acted as the point of contact for contractors/ clients
- Guided new clients through the onboarding process from start to finish
- Helped clients understand company services, tools, and processes
- Managed client communication through email, calls, and meetings
- Coordinated with different teams to ensure smooth client setup
- Solved client concerns and provided timely support
- Built strong relationships with clients to ensure satisfaction and retention

Virtual Assistant / Customer Service – Marketing Melodies

March 2020 – June 2022

- Planning, research, and data entry
- Created client decks and marketing materials
- Answered customer inquiries and resolved complaints
- Managed customer support follow-ups

Virtual Assistant to a Cosmetic Surgeon – Adonis Aesthetics

May 2016 – December 2019

- Calendar management and research
- Edited and marketed book publications
- Managed social media accounts and video editing
- Acted as liaison officer for team members

Events Planner – Echo Events

2014 – Present (Seasonal / Part-time)

- Planned weddings, corporate events, and private events
- Managed budgeting, scheduling, and coordination
- Handled supplier and client communication
- Oversaw event execution and evaluations

Project Manager & Executive Virtual Assistant – ST Global

2012 – 2016

- Managed project execution and team operations
- Led SEO specialists, developers, designers, and support staff
- Created work schedules and monitored project timelines
- Acted as liaison between team members and company directors

Virtual Assistant – Luxury Holidays

2009 – 2012

- Managed bookings and customer support
- Handled calendar management and guest arrangements
- Managed social media and marketing updates
- Provided project management and administrative support

Sourcing and Training Supervisor – People 2 Outsource

2008 – 2010

- Developed training strategies and sourcing initiatives
- Screened and interviewed applicants
- Managed training delivery and reporting
- Supervised sourcing and placement activities

International Marketing Researcher / CSR – Western Wats, Phil., Inc.

2004 – 2007

- Conducted market research and surveys
- Handled appointment setting and customer support
- Served as team leader

Educational Attainment

Xavier University – Bachelor of Science Major in Economics

Affiliations

- Junior Chamber International-Macajalar 24-K, Inc.
- Economics Society – Xavier University
- Singles For Christ
- Youth for Christ

Awards & Certifications

- Recipient of 'Bridge of Excellence' National Awards (2008)
- Train the Trainer Certificate
- Leadership Certificate