

KIM T. FILLOGAN

kimfillogan1202@gmail.com | +63 936 955 2097 | Davao City, Philippines

LinkedIn: <https://www.linkedin.com/in/kimfillosophies/>

PROFESSIONAL SUMMARY

Results-driven Executive Virtual Assistant with 5+ years of experience in executive support, CRM management, VIP client relations, and logistics coordination. Proven ability to manage complex schedules, high-volume communications, and cross-functional operations using Google Workspace, Microsoft Excel, and MessagePlane CRM.

Experienced in supporting senior leadership in fast-paced, high-pressure environments while ensuring operational accuracy, efficiency, and discretion. Known for proactive problem-solving, strong ownership, and delivering structured support across multiple time zones.

KEY SKILLS

Executive Calendar Management | Email Management & Inbox Zero | VIP Client Relations | CRM Management (Salesforce, Networkleads, Granot, MessagePlane CRM) | Google Workspace | Microsoft Excel | Cross-Timezone Scheduling | Travel & Itinerary Coordination | High-Volume Operations | Data Entry & Reporting | Meeting Coordination | Administrative Support | Customer Service | Discretion & Confidentiality | Remote Team Collaboration

PROFESSIONAL EXPERIENCE

Virtual Assistant / Executive Assistant (VIP Client Support)

Sky Van Lines | April 2022 – April 2026

- Supported senior leadership by managing executive calendars and VIP client schedules across multiple time zones, coordinating 30+ weekly appointments with zero conflicts or delays.
- Served as the primary point of contact for high-value clients, handling escalations with discretion and maintaining strong client satisfaction and retention.
- Maintained CRM accuracy and operational tracking using Salesforce and Google Workspace, ensuring real-time visibility of client and workflow status.
- Prepared daily executive briefs, schedules, and priority task summaries to support leadership decision-making.

International Logistics Coordinator / Client Operations Specialist

Ultimate Transport 123 | June 2019 – March 2026

- Managed end-to-end coordination of 100+ international vehicle shipments monthly, ensuring seamless communication between clients, freight partners, and carriers.
- Maintained CRM and shipment tracking systems with 98%+ data accuracy using Salesforce and internal platforms.
- Reduced client escalations by 40% through proactive communication, issue resolution, and expectation management.
- Coordinated dispatch timelines, documentation, and vendor alignment across cross-border logistics operations.

Customer Service & Operations Support

VIP Connection (Luxury Black Car Service NYC) | June 2017 – August 2019

- Managed 50+ daily VIP bookings, ensuring accurate scheduling, dispatch coordination, and real-time service updates.
 - Provided executive-level support for high-priority clients in fast-paced luxury transport operations.
 - Coordinated drivers, vendors, and clients to resolve scheduling conflicts and last-minute changes efficiently.
 - Supported operational reporting and service tracking to improve consistency and response time.
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TECH PROFICIENCY

Productivity & Admin:

Google Workspace (Docs, Sheets, Slides, Drive, Calendar) | Microsoft Excel | Microsoft 365 | Notion (basic)

Communication:

Slack | Zoom | Google Meet | Google Chat | Signal | Calendly

CRM & Marketing:

Salesforce | Networkleads CRM | Granot CRM | Client Database Management | Message Plane CRM

AI & Automation:

ChatGPT (email drafting, summaries, workflow support) | Grammarly | AI-assisted productivity workflows

Design & Content:

Canva (basic graphics support)

Project Management & Operations:

Dispatch systems | Schedule coordination tools | Workflow tracking systems | Email & task management

Training / Courses

Google Workspace Productivity Certification - Google Skillshop - On going (Self-paced)
HubSpot CRM & Inbound Sales Certification - HubSpot Academy - On going (Self-paced)
Notion Essentials Certification - Notion Academy - On going (Self-paced)
Salesforce Trailhead CRM Basics - Salesforce - On going (Self-paced)
ChatGPT for Productivity & Business Workflows - Self-paced AI Training - On going

REMOTE WORK SETUP

Internet:

Primary: Starlink Satellite Internet (100–250 Mbps) | Backup: Ditto Prepaid Router (up to 100 Mbps) + 5G Mobile Data (Smart/Globe)

Power Backup:

UPS Battery Backup System (3–6 hours runtime) | Stable residential power supply

Equipment:

Laptop and Desktop workstation (Windows-based) | Dual monitors | Noise-cancelling headset | HD webcam | Microsoft Office Suite | Google Workspace

Workspace:

Dedicated home office with professional background, optimized lighting, and minimal distractions

Availability:

Full-time | Flexible across US (EST/PST), UK (GMT), and AU (AEST) time zones

ADDITIONAL EXPERIENCE**Business Development Representative**

JobToday | Dec 2023 - Jan 2025

- Consistently exceeded targets, closing **30+ clients/month** against a quota of 20
- Managed **150+ leads daily**, maintaining fast response time and strong conversion rates
- Generated and qualified inbound/outbound leads focused on urgent hiring needs
- Converted prospects into paying clients by clearly positioning platform value
- Maintained a structured pipeline with consistent follow-ups and tracking
- Collaborated with onboarding teams to ensure smooth client activation and retention
- Built strong relationships with business owners and hiring managers, driving repeat usage

Team Leader

Concentrix | Dec 2022 - Mar 2023

- Led a team of 25 agents, overseeing performance, attendance, and daily operations.
- Reduced escalations by 70% through targeted coaching and process improvements.
- Maintained 98% attendance and achieved 85% KPI performance.
- Handled escalations and coached agents to improve performance and service quality.
- Drove team alignment through clear communication and regular team meetings.

Customer Service Representative

Teleperformance | June 2017 – August 2019

- Supported Expedia customers with bookings, changes, and inquiries.
 - Handled 80+ inbound calls daily while meeting performance metrics.
 - Achieved 98% CSAT through efficient and empathetic issue resolution.
 - Maintained high First Call Resolution (FCR), minimizing repeat contacts.
 - Resolved complaints and complex issues while ensuring a smooth customer experience.
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EDUCATION

Undergraduate Studies in Public Administration

University of Southeastern Philippines | Davao City, Philippines | 2014 – 2017

LANGUAGES

English: Fluent (Professional Working Proficiency)

Filipino: Native