

Resourceful Executive Assistant and Operations Specialist with 8+ years of experience supporting CEOs, managing multi-state real estate operations, and running e-commerce logistics for U.S.-based companies. Adept in legal documentation, stakeholder coordination, project oversight, and customer success. Trusted with confidential information, high-stakes tasks, and self-managed deliverables. Proactive, detail-oriented, and thrives in lean remote teams.

Education

Mindanao State University - IIT, Iligan City, Lanao del Norte

Bachelor of Business Administration, Major in Entrepreneurial Marketing (April 2015)

Cumulative GPA: 1.9/1.0

Work Experience

- Executive/Administrative Assistant | Real Estate (2022–Present)

Managed CEO's inbox, calendar, reimbursements, and travel logistics

Oversaw property management across NH, NY, and NV; coordinated with vendors and tenants

Created marketing flyers, managed stakeholder comms, and applied for permits

Drafted leases, LOIs, and legal contracts; tracked receipts for tax and billing

Used tools like Realnex, Loopnet, Crexi, Mailchimp, and Constant Contact

- Business Development Associate | SaaS (2023–2024)

Managed lead gen via Apollo, CausalQ, and LinkedIn; updated CRM in Hubspot

Booked nonprofit discovery calls; created segmented outreach campaigns

Improved notification targeting system for qualified leads

- Administrative Coordinator | Events (2022–2024)

Coordinated speaker uploads, materials, and technical recordings for virtual events

Created reports, sourced suppliers, and supported early registration campaigns

- E-commerce VA & Account Manager (2020–2023)

Managed Amazon, Etsy, Shopify, and Wix operations; resolved customer issues

Created SOPs, managed inventory and supplier shipments

Supported SEO blog writing and Instagram content

- Team Lead – Amazon Dropshipping (2017–2021)

Led CS team; resolved A-Z claims, managed returns, trained agents

Maintained 90%+ seller rating and ensured listing accuracy

- Customer Service Representative (2016–2017)

Handled 100+ emails daily; managed returns, refunds, and supplier coordination

Additional Information

Software: Google Workspace, Canva, Asana, Zoho, Zendesk, Airtable, Notion, Nifty, Hubspot, Salesforce, Dealfront, Instantly, SmartLead, Apollo, CausalQ, Mailchimp, Crexi, Loopnet, Realnex, Microsoft Teams, Slack, Amazon Seller Central, Etsy, Wix, Shopify

Certifications: SEO, Cyber Security, Facebook Ads

Awards: Dean's List (Multiple Semesters)