



# JACQUELINE M.

EXECUTIVE ASSISTANT

## CONTACT

 Pasig City, Philippines

## PROFICIENCY IN TOOLS

Sales force	● ● ● ● ●
HubSpot	● ● ● ● ●
Asana	● ● ● ● ●
Trello	● ● ● ● ●
Jira	● ● ● ● ●
Canva	● ● ● ● ●
Google Docs	● ● ● ● ●
Google Calendar	● ● ● ● ●
Google Mail	● ● ● ● ●
MS teams	● ● ● ● ●
MS Excel	● ● ● ● ●
MS Powerpoint	● ● ● ● ●
Keyword Planner	● ● ● ● ●

## TASK EXPERTISE

- Team management
- Budgeting
- Reporting
- Collaboration
- Verbal & Written Communication
- Report Analytics
- Process Improvement
- Engagement Activities
- Retention
- Client Interaction
- Customer Satisfaction



## ABOUT ME

With over a decade of experience spanning diverse roles, I excel in executive assistance, project management, technical consulting, and subscriber services management. I specialize in optimizing processes, enhancing productivity, and driving results. My expertise includes project management, process optimization, technical consulting, and subscriber services management. I have a proven track record of reducing costs, improving efficiency, and fostering customer satisfaction.



## EXPERIENCE

> **REMOTUAL** MAR 2022 - PRESENT

### EXECUTIVE ASSISTANT

- Implemented project management, overseeing task assignment, collaboration, and quality control
- Streamlined processes to boost efficiency and productivity
- Enhanced executive support by managing calendars, appointments, and travel arrangements
- Crafted professional communications and devised effective solutions amid changes

> **MAGICBOX** JUN 2020 - FEB 2022

### PROJECT MANAGER

- Managed technical projects to maintain and enhance business platforms
- Developed KPIs and created dashboards to track web analytics
- Improved email campaign effectiveness by revamping layout, messaging, and promotions
- Provided creative expertise in content strategy, copywriting, ad design, SEO, and WordPress administration

> **BUSINESS TRENDS** JUN 2016 - APR 2020

### TECHNICAL CONSULTANT FOR MICROSOFT

- Served as liaison between Microsoft and vendors in the Philippines, identifying work standard gaps and creating new SOPs
- Developed strategies and training programs, halving customer retention to 15% and enhancing satisfaction
- Promoted top agents to SMEs, coaching them on leadership principles and driving results
- Created a knowledge base for sales and customer service agents, improving product promotion and issue resolution efficiency

> **COMTEL SOLUTIONS PTE LTD** DEC 2006 - MAR 2016

### REGIONAL SUBSCRIBER SERVICES MANAGER

- Achieved 70% reduction in telecom spend through corporate rate negotiation, spend analysis, and best practice sharing
- Developed and maintained Subscriber Services website for telecom service acquisition and spend reporting
- Established Service Desk for service requests and incident resolution
- Collaborated with regional stakeholders for successful new service launches and communication strategies to drive adoption and usage of standardized platform and solutions



## EDUCATION

> **SAINT LOUIS UNIVERSITY BAGUIO,** 2000 - 2004

### PHILIPPINES

B.S. Information Technology