



QUINCY D.

EXECUTIVE ASSISTANT

CONTACT

Imus Cavite, Philippines

PROFICIENCY IN TOOLS

Sales force	● ● ● ● ●
Power BI	● ● ● ● ●
Asana	● ● ● ● ●
Canva	● ● ● ● ●
Google Docs	● ● ● ● ●
Google Calendar	● ● ● ● ●
Google Mail	● ● ● ● ●
MS teams	● ● ● ● ●
MS Excel	● ● ● ● ●
MS Powerpoint	● ● ● ● ●
Zoom	● ● ● ● ●
Outlook	● ● ● ● ●
Qualtrics	● ● ● ● ●

TASK EXPERTISE

- Inbox Management
- Conducting Team Meetings
- Data Analysis
- Customer Service
- Training & Development
- Financial Statement Analysis
- Chargeback Disputes
- Asset Wealth Management
- Payments And Disputes
- Coaching 1 On 1
- Meeting Facilitation



ABOUT ME

With my extensive experience as a team leader in corporate banking, I have successfully collaborated with senior management to enhance organizational efficiency, streamline operations, and elevate overall performance. My expertise lies on strong leadership, strategic management, and analytical abilities. All of which are upheld with utmost integrity and professionalism. One interesting thing about me is that I enjoy creating new habits, I find it exciting to explore different routines and ways of doing things to improve daily life.



EXPERIENCE

- > **FREELANCE** JAN 2019 - PRESENT
EXECUTIVE ASSISTANT
 - Orchestrated executive calendars, meticulously scheduling meetings, appointment, and travel arrangements.
 - Streamlined communication channels, promptly responding to emails, calls and inquiries on behalf of executives
 - Spearheaded the organization and execution of high- level board meetings, conference, and corporate events.
 - Conducted thorough research and analysis on diverse topics, compiling reports,presentations and briefing materials.
- > **JP MORGAN CHASE AND CO.** JUN 2020 - NOV 2023
LEAD COACH
 - Analyzed team and site performance meticulously, offering constructive feedback that led to a measurable 15% improvement in efficiency and productivity.
 - Mentored over 10 team members, providing them with personalized coaching that resulted in a 25% increase in their performance metrics and facilitated.
 - Spearheaded the team leadership initiative, directly contributing to a 20% growth in overall team success through strategic planning and performance optimization.
- > **TRANSCOM ASIA** OCT 2017- JAN 2020
TEAM LEADER
 - Collaborated closely with senior management, enhancing site performance score by 30%, striving towards a 75% target.
 - Supported individual team members, contributing to the achievement of their personal goals.
- > **SITEL ETON** OCT 2017- JAN 2020
OPERATIONS SUPPORT
 - Analyzed customer service trends from email support data, Identifying key areas for enhancement and contributing to the development of strategic initiatives that improved overall service quality by 18%.
 - Coordinated with cross-functional teams to address systemic client issues, resulting in a 40% decrease in related support tickets.



EDUCATION

- > **FAR EASTERN UNIVERSITY,** 2013-2017
MANILA
B.S.Medical technology