



JUAN CARLO M. [REDACTED]

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## CAREER OBJECTIVE:

My career vision and objective are to apply my skills and broaden my knowledge as well as to enhance my capabilities to serve the company with full dedication, loyalty and do my best to attain perfection. I'd like to be an asset of the company, to gain professional growth, advancement and development.

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## WORKING EXPERIENCES:

### EMPLOYMENT:

JOB TITLE: Executive Assistant (EA  
| Account Lead) [REDACTED]  
[REDACTED]

ADDRESS: USA

DATE EMPLOYED: February 2024 – Present

### WORK DESCRIPTION/DUTIES:

- ☐ Review old email accounts and organize email attachments in labeled folders.
- ☐ Monitor company emails for patient correspondence and doctor notification.
- ☐ Sending out weekly emails to patients requesting a Google review, using a provided list of emails and a link.
- ☐ Entering bank statement details into a spreadsheet, including dates, business names, and transaction amounts.

JOB TITLE: Executive Assistant  
[REDACTED]

ADDRESS: USA

DATE EMPLOYED: July 2023 – February 2024

### WORK DESCRIPTION/DUTIES:

- ☐ Schedule and coordinate appointments, meetings, and events for the CEO.
- ☐ Manage and prioritize the executive's calendar, ensuring efficient use of time.
- ☐ Handle incoming calls, emails, and other communications on behalf of the CEO.

- ☐ Attend meetings, take minutes, and follow up on action items.
- ☐ Organize files and records.
- ☐ Conduct research and compile information for reports, presentations, or other projects.
- ☐ Track and reconcile expenses, prepare expense reports, and ensure adherence to budgetary guidelines.
- ☐ Use various software and tools for scheduling, communication, document management, and other administrative tasks.

JOB TITLE: Office Administrator

ADDRESS: London, UK

DATE EMPLOYED: August 2022 – August 2023

WORK DESCRIPTION/DUTIES:

- ☐ All administrative support required by the Director -including research, creating templates, retrieving records, and editing documents.
- ☐ Perform online research of hotel reviews, room types, and amenities and book appropriate accommodation and travel (to include flights and transfers) when required.
- ☐ Manage emails, calendar, and bookings.
- ☐ Perform online research of hotel reviews, room types, and amenities.
- ☐ Email or call hotels for hotel information and features.
- ☐ Help develop and execute follow-up system.
- ☐ Support in creating streamlined and systemized processes to make the client experience as seamless as possible.
- ☐ Use various software, including word, spreadsheets, databases, and presentation software.
- ☐

JOB TITLE: Executive Assistant

ADDRESS: London, UK

DATE EMPLOYED: November 2021 – February 2023

WORK DESCRIPTION/DUTIES:

- ☐ Manage information flow in a timely and accurate manner. Manage director's external and internal communication – memos, Help format information for internal and
- ☐ emails, presentations, reports.
- ☐ Take minutes during meetings. Screen and direct emails and direct messages and distribute correspondence. Organize and maintain the office filing system. Fully support and oversee the team of VAs on behalf of the CEO
- ☐
- ☐
- ☐
- ☐

payrollhours).

JOB TITLE: Junior Project Manager

ADDRESS: Houston, Texas

DATE EMPLOYED: October 2019 – October 2021

WORK DESCRIPTION/DUTIES:

- ☐ Responsible for the planning and execution of a specific project.
- ☐ Ensure the team knows their roles and responsibilities throughout the project.
- ☐ Manage the goals of the project and their evaluation.
- ☐ Managing our website, monitoring and marketing system.
- ☐ Monitor progress of below tasks
- ☐
- ☐
- ☐

Monthly creation of marketing posts in social media for the company's clients.

Scheduling social media posts in Hootsuite.

Geotagging photos and videos for SEO purposes.

Regularly maintenance of client's Google My Business page.

Wordpress maintenance. Uploading blogs, videos, and testimonials to websites.

SEO checklist on client's websites.

JOB TITLE: Executive Assistant

ADDRESS: Prague, Czech Republic

DATE EMPLOYED: December 2017 - March 2019

WORK DESCRIPTION/DUTIES:

- ☐ Daily check of the company's social media accounts (Facebook, Twitter, LinkedIn)
- ☐ Research and community manager of company's telegram group.
- ☐ Liaison to different blockchain exchanges and other cryptocurrency companies
- ☐ Direct assistant to the company's owner
- ☐
- ☐

JOB TITLE: Transaction Coordinator

ADDRESS: Philadelphia, PA, USA

DATE EMPLOYED: July 2017- December 2017

WORK DESCRIPTION/DUTIES:

- ☐ Ensuring everything stays on track throughout the selling process.
- ☐ Quickly and efficiently managing any issues that arise with buyers/sellers, paperwork outside parties.
- ☐ Acting as a point of contact to address any questions you have throughout the sale.

JOB TITLE: Inside Sales Agent/Supervisor

ADDRESS: Cebu, Philippines  
DATE EMPLOYED: July 2016 – July 2017

WORK DESCRIPTION/DUTIES:

- ☐ Route qualified opportunities to the appropriate sales executives for further development and closure
- ☐ Source new sales opportunities through inbound lead follow-up and outbound cold calls and emails
- ☐ Develops sales opportunities by researching and identifying potential accounts; soliciting new accounts; building rapport; providing technical information.
- ☐ Facilitated initial interviews with applicants
- ☐ Endorsing passed applicants to the next steps and guiding them throughout therecruitment process.

JOB TITLE: Lead Generation

ADDRESS: Texas, USA  
DATE EMPLOYED: March 2016 – May 2016

WORK DESCRIPTION/DUTIES:

- ☐ Develop new business via telephone to introduce the company solution and identify appropriate buyers within the target market.
- ☐ Follow up on leads and conduct research to identify potential prospects.
- ☐ Identify key buying influencers within these prospects to determine budget and timeline.

JOB TITLE: Inbound Sales Representative

(Business Process Outsourcing)  
ADDRESS: Fiesta World Mall, Marawoy, Lipa City  
DATE EMPLOYED: April 2015 – February 2016

WORK DESCRIPTION/DUTIES:

- ☐ Answer calls and provide the required information by resolving queries. This task is performed by following standards of the company and maintaining premium quality of services.
- ☐ Demonstrates full understanding of current marketing campaigns and offerings and has the ability to communicate them clearly to customers at every sales opportunity.
- ☐ Achieves all sales standards set for the department by following the established departmental policies and procedures.

JOB TITLE: Virtual Assistant

(Service Marketplace)  
ADDRESS: Redwood City, California, USA  
DATE EMPLOYED: 2010 - 2015

WORK DESCRIPTION/DUTIES:

- ☐ Website research, data collection and data entry (PRIMARY INITIAL TASK)
- ☐ Email management & filtering
- ☐ Calendar management
- ☐ Database building
- ☐ Manage and update social media accounts.
- ☐
- ☐
- ☐

JOB TITLE: Senior Technical Support Associate / Customer Service Associate

(Business Process Outsourcing)

ADDRESS: Robinsons Place, Lipa City, Batangas, Philippines

DATE EMPLOYED: 2007 - 2009

WORK DESCRIPTION/DUTIES:

- ☐ Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
- ☐ Obtain and examine all relevant information in order to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills.
- ☐ Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- ☐ Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
- ☐ Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business.
- ☐ Identify and escalate priority issues per Client specifications.
- ☐ Provide coaching to fellow colleagues as instructed by immediate supervisor.
- ☐
- ☐

EDUCATIONAL ATTAINMENT:

Tertiary : Bachelor of Science in Biology (Undergraduate)

Manila City

2000

SKILLS AND STRENGTH:

Strong multi-tasking and delegation skills  
Language Proficiency in Tagalog and English  
Effective communication skills, both written and oral  
Role model / positive influence for employees  
Knowledgeable in office operation and computer literate  
Ability to motivate and develop associates.  
Hardworking and always willing to learn more.

PERSONAL INFORMATION:

Birth Date:   
Civil Status:   
Citizenship:   
Weight:   
Height:   
Religion:   
Visa Status: