



ARIANE

VIDEO INTERVIEW

WORK EXPERIENCE

GROUP OFFICE MANAGER & OPERATIONS EXECUTIVE ASSISTANT

Healthspan Global Inc. | October 2024 - Present

- Manages CEO schedules, office operations, company-wide projects, and event planning while ensuring operational efficiency.

EXECUTIVE ASSISTANT TO THE PRESIDENT

REJ Diamond Pharmaceuticals, Inc. | August 2023 - September 2024
(1 Year, 1 Month)

- Managed executive calendars, confidential communications, office operations, social media accounts, and personal business transactions.

OPERATIONS EXECUTIVE ASSISTANT

Diamond Laboratories Group Holdings, Inc. | Duration Not Specified

- Assisted in daily operations, policy implementation, vendor coordination, and record-keeping for business activities.

HUMAN RESOURCES ADMINISTRATOR

The Facial Studio MD by AAC | Duration Not Specified

- Supervised administrative personnel, managed payroll, processed business permits, and handled recruitment and employee benefits.

ASSISTANT MANAGER OF EXECUTIVE VIRTUAL ASSISTANTS / ACCOUNT MANAGER

Office Beacon, LLC | July 2022 - January 2023 (6 Months)

- Led virtual assistant teams, onboarded clients, provided real-time support, and managed client relationships.

CLIENT ANALYST & QUALITY ASSURANCE SPECIALIST

TaskUs House Teamwork | December 2020 - July 2022 (1 Year, 7 Months)

- Monitored and assessed customer interactions, analyzed KPIs, and provided coaching to improve service quality.

CUSTOMER SERVICE ASSOCIATE

TaskUs House Teamwork | May 2019 - December 2020 (1 Year, 7 Months)

- Provided phone, chat, and email support, resolved customer concerns, processed orders, and assisted with technical issues.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Client Analysis
- Client Retention
- Cold Calling
- Inbound/Outbound Calling
- Lead Generation
- Publishing
- Transcription
- Editing
- Administrative Tasks
- HR Tasks
- Operations Management
- Calendar Management
- Travel Management
- Marketing
- Social Media Management

TECHNOLOGY

- Flawz
- Zoho
- Notion
- Canva
- MS Office 365
- Monday CRM
- Slack
- Amazon Connect
- Salesforce
- Trello
- Google Suite
- Atlassian
- Sprout Social
- Avaya
- DocuSign
- Loom
- Asana

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WORK EXPERIENCE

EXECUTIVE ASSISTANT TO THE PHILIPPINE DIRECTOR / MARKETING COORDINATOR (VOLUNTEER WORK)

International WeLoveYou Foundation | June 2017 - March 2019 (1
Year, 9 Months)

- Managed transcriptions, translations, content editing, and event photography/videography for nonprofit initiatives.

CUSTOMER SERVICE REPRESENTATIVE (CREDIT CARD ACCOUNT)

Genpact Services, LLC | January 2017 - May 2017 (4 Months)

- Assisted customers with banking needs, online transactions, and dispute resolution.

CONTENT EDITOR (CONTENT MARKETING SPECIALIST - LEGAL DEPARTMENT)

Reed Elsevier Philippines | LexisNexis | April 2015 - October 2016 (1
Year, 6 Months)

- Proofread legal documents, ensured compliance with content standards, and collaborated with legal editors.

OUTBOUND TELESPECIALIST (COLLECTIONS ACCOUNT)

Collective Solution | May 2011 - November 2011 (6 Months)

- Managed debt collection calls, assisted customers with outstanding balances, and escalated complex cases.

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