



ELSBETH

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Executive Assistance
- Operations Management
- Training & Development
- Hiring & Talent Management
- Process Improvement
- Client Communication
- Customer Support
- Compliance & Quality Assurance
- SOP Development & Documentation

TOOLS

- HubSpot
- Canva
- ClickUp
- Zoom
- Microsoft 365
- Google Workspace

Results-driven Executive Assistant with 6+ years of experience supporting senior leadership across operations, finance, and multi-business environments. Proven track record of streamlining processes, building SOPs and training programs, and improving productivity by up to 40% while enhancing client satisfaction and operational efficiency. Brings strong expertise in calendar management, project coordination, CRM systems, and cross-functional communication, enabling organizations to optimize workflows, reduce errors, and drive business growth.

WORK EXPERIENCE

EXECUTIVE ASSISTANT

Naha Stone | April 2025 – August 2025 (5 Months)

- Built training programs, designed SOPs and QA systems, managed hiring for leadership roles, implemented EOS for productivity, and supported operations, accounting, and social media initiatives.

EXECUTIVE ASSISTANT

The Social Publication | August 2024 – April 2025 (9 Months)

- Directed content strategy, managed projects and editorial workflows, handled executive scheduling and communications, and secured partnerships that increased ad revenue.

SURVEY COMPLIANCE EXECUTIVE

Ronin International | April 2024 – January 2025 (10 Months)

- Managed survey compliance processes including QA, vendor coordination, and ISO-standard adherence while improving operational workflows and data accuracy.

EXECUTIVE ASSISTANT

Valbrun Group LLC | August 2024 – October 2024 (3 Months)

- Managed CRM systems, executive calendars, social media engagement, and supported client-facing activities including seminars and lead tracking.

EXECUTIVE ASSISTANT

IAM Accounting LLC | April 2024 – August 2024 (5 Months)

- Supported EOS operations, handled client communications, improved reporting systems, managed administrative workflows, and executed outreach campaigns and social media design.

DATA ANALYST /CUSTOMER SOLUTIONS OFFICER

Citibank Singapore | October 2018 – January 2024 (5 Years, 4 Months)

- Managed customer service operations, conducted fraud investigations, optimized workflows, handled escalations, and improved turnaround times and customer satisfaction metrics.

[CLICK HERE TO
VIEW MORE CANDIDATES](#)



[Click here to:
BOOK AN INTERVIEW](#)