

CECIL LYN PONPON

EXECUTIVE/ ADMINISTRATIVE ASSISTANT



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<https://bit.ly/LinkedInCes>

TOOLS

ASANA

TRELLO

NOTION

CLICKUP

GOOGLE WORKSPACE

MICROSOFT SUITE

CANVA

MONDAY.COM

SKILLS

EXECUTIVE ASSISTANT

VIRTUAL ASSISTANT

PROBLEM SOLVING

EVENTS MANAGEMENT

PROJECT MANAGEMENT

CUSTOMER SERVICE

ATTENTION TO DETAIL

EXPERIENCE

◦ 2014-2024

DEPARTMENT OF FOREIGN AFFAIRS

- Managed emails and phone calls - maintaining inbox zero daily
- Create presentations for the Executive Officer
- Organize the EO's calendar and prioritize tasks of the Executive Officer
- Perform frontline services providing assistance to 30% of the total number of clients daily
- Devised a Standard Operating Procedure in locating the online files which resulted to 90% efficiency of locating the files
- Developed a database for easier tracking of the cases
- Provided daily and monthly reports on specific cases with follow ups on pending assignments

EDUCATION

• 2016

CEBU TECHNOLOGICAL UNIVERSITY

- Masters in Public Administration

• 2014

UNIVERSITY OF SAN JOSE-RECOLETOS

- Bachelor of Arts in International Studies

REFERENCES

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