

Diza Mae Porsuelo | E N F J

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A dynamic and multifaceted professional with strong executive assistance, social media management, lead generation, appointment setting, marketing, accounting, finance, and operations management background. Skilled at enhancing brand visibility, optimizing financial records, and streamlining operations, I bring a versatile skill set that includes executive assistance, video editing, graphic design, and website development. Renowned for exceptional communication, adaptability, and problem-solving abilities, I have a proven track record of driving engagement, improving efficiency, and ensuring customer satisfaction. My diverse experience, from managing social media campaigns to providing high-level executive support, makes me a valuable asset to any organization.

SKILLS

- Executive Assistance
 - Social Media Management Skills
 - Multifaceted Role Management
 - Marketing skills
 - Accounting and Finance
 - Operations Management
 - Video Editing
 - Graphic Design
 - Presentation Skills
 - Customer Service
 - Website Design (WordPress)
 - Administrative Support
 - Excellent Communication Skills
 - Adaptability and Versatility
 - Negotiation Skills
 - Appointment Setting
 - Lead Generation
 - Problem-Solving Skills
 - Client Relationship Management
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LIKES ACCOUNTING – Executive and Personal Assistant

August 2024 – December 2024

- **Comprehensive Calendar Management:** Organized and maintained Meghan's calendar, scheduling one-on-ones, L10 meetings, paying client sessions, personal appointments, and travel while ensuring a balance between professional and personal priorities.
- **Inbox Management:** Managed all email inboxes, including replying, delegating, paying, and drafting communications; streamlined workflows by treating Meghan's inbox as her primary to-do list and ensuring it remained clean and actionable.
- **Task and Deadline Coordination:** Prioritized, scheduled, and tracked deadlines for all tasks and projects, adding them to Meghan's calendar and ensuring timely completion.
- **Travel Management:** Oversaw end-to-end travel arrangements, including booking flights, hotels, car rentals, spa appointments, dinner reservations, and meeting schedules.

- **System Optimization:** Maintained organization in Karbon, managing triage and timers, troubleshooting tools like ChatGPT, and creating systems for task prioritization and efficiency.
- **Event Coordination:** Organized monthly events for Bookkeeping Academy Online, collaborating with guest speakers, creating Facebook events, and drafting reminder emails and graphics to boost engagement.
- **Client and Team Collaboration:** Facilitated communication between Meghan, clients, and team members by monitoring and addressing emails, texts, and Facebook messages while ensuring nothing fell through the cracks.
- **Personal Assistance:** Scheduled appointments for therapy, dental, and eye care, managed receipts, and supported personal tasks, ensuring a seamless balance between work and self-care.
- **Email Triage:** Reviewed and categorized updates, promotions, and inbox-paused items, ensuring priority items were addressed promptly and systems remained organized.

QUEEN OF TO DO – Executive and Marketing Assistant

January 2022- July 2024

- **Executive Support:** Provided comprehensive administrative support to executives, managing schedules, coordinating meetings, and handling confidential communications.
- **Marketing Initiatives:** Spearheaded marketing campaigns, including social media management, email marketing, and content creation, resulting in increased brand engagement and lead generation.
- **Project Management:** Oversaw multiple projects simultaneously, ensuring timely completion and alignment with company objectives.
- **Client Relations:** Maintained strong relationships with clients, addressing their needs promptly and enhancing overall customer satisfaction.
- **Operational Efficiency:** Streamlined office operations and implemented process improvements that boosted efficiency and productivity.
- **Data Management:** Managed and analyzed data to inform marketing strategies and optimize business processes.

Autumn Weimann – Social Media Manager Bangin Hair| March 2022 – January 2023

- Strategically managed and growing social media presence for Bangin Hair, focusing on health, beauty, and wellness.
 - Developed and executed content strategies to increase engagement and brand awareness for both Bangin Hair and the doctor's office.
 - Analyzed performance metrics to optimize campaigns and drive audience growth.
 - Collaborated with influencers and brand partners to enhance online visibility.
 - Created and managed promotional campaigns, ensuring cohesive branding across all platforms.
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Scine Associates – Marketing Assistant/Accountant/Bookkeeper *January 2021- March 2023*

- Held a multifaceted role encompassing marketing, accounting, and bookkeeping and providing valuable insights through market research and analysis.
 - Transitioning into finance, I managed accounting functions, maintaining accurate financial records, processing transactions, and assisting in budgeting and forecasting activities. My meticulous attention to detail ensured compliance with regulations and contributed to financial transparency.
 - As a bookkeeper, I managed financial transactions with precision, reconciled accounts, conducted audits, and facilitated payroll processing and tax preparation. Through proactive communication, I provided financial insights to support decision-making.
 - Overall, my tenure at Scine Associates showcased versatility, adaptability, and proactive contribution to operational efficiency and the advancement of organizational objectives.
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THE VERSE FAMILY – APPOINTMENT SETTER *January 2021 – December 2024 Phoenix, Arizona*

- Lead Generation: Identify and qualify leads through various channels.
- Appointment Scheduling: Understand client needs and schedule appointments for sales discussions.
- Maintain CRM Database: Record lead information for effective follow-up.
- Follow-Up and Nurturing: Maintain communication to secure appointments.
- Collaboration: Coordinate with the sales team to optimize strategies.
- Performance Tracking: Analyze metrics for improvement.
- Managing more than 10 social media accounts

Strupek Inc. – Executive Assistant/ Web Developer

January 2021- November 2022

- Spearheaded the development and maintenance of dynamic websites using WordPress, contributing to the enhancement of the company's online presence and user experience.
- Collaborated closely with cross-functional teams including graphic designers and content creators to ensure seamless integration of design elements and content into WordPress platforms.
- Monitored website analytics and generated reports to measure key performance indicators, providing insights for continuous improvement and strategic decision- making.

CHASING STAINS - OPERATIONS MANAGER

August 2021-October 2023 Chicago, Illinois

- Dynamic and results-driven professional with a three-year track record in Operations Management, specializing in process optimization and efficiency.
- Proven success in implementing strategic initiatives, reducing operational costs by 25%, and streamlining workflows for a 30% increase in efficiency.
- Adept at fostering cross-functional collaboration and aligning processes with organizational goals.
- Oversaw daily operations, ensuring efficient workflow and adherence to company policies and procedures.
- Managed a team of employees, providing training, performance evaluations, and conflict resolution.
- Developed and implemented operational strategies to improve productivity and customer satisfaction.
- Coordinated with other departments to ensure seamless integration of services and operations. Monitored inventory levels, managed procurement, and maintained supplier relationships. Analyzed operational data to identify areas for improvement and implemented corrective actions.
- Ensured compliance with health and safety regulations, maintaining a safe and productive work environment.

LAWRENCE BALLENGER - Executive Assistant/Senior Video Editor

August 2021-October 2023

Chicago, Illinois

- Bringing a unique blend of executive assistance and video editing expertise to dynamic teams and creative projects.
- Managing calendars, coordinating meetings, and handling confidential information with discretion.
- Streamlining workflows by implementing efficient office procedures to improve organizational effectiveness and foster productivity.

- Liaising with internal and external stakeholders to ensure smooth communication channels.
- Enhancing executive decision-making processes through effective communication and organizational support.

Silas Heng – C- Level Executive Assistant

June 2021 - June 2022 - Singapore

- Provide high-level administrative support to executives, managing calendars, appointments, and meetings.
 - Create and refine executive documents, presentations, and reports.
 - Assist in research and preparation of briefing materials for crucial meetings.
 - Organized and maintained executive's calendar, ensuring timely scheduling and preparation for meetings and events.
 - Prepared reports, presentations, and other documents, maintaining high standards of accuracy and professionalism.
 - Coordinated travel arrangements, including booking flights, accommodations, and preparing itineraries.
 - Managed confidential information with discretion and maintained a high level of integrity.
 - Assisted in project management tasks, ensuring timely completion and tracking of milestones.
 - Built and maintained positive relationships with internal and external stakeholders.
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IQOR PH - Billing and Customer Service Specialist

December 2020 - March 2021

- Managed customer billing inquiries and resolved payment issues with a focus on accuracy and customer satisfaction.
- Assisted customers with account management, providing detailed explanations of billing statements and charges.
- Collaborated with internal departments to investigate and resolve complex billing discrepancies.
- Maintained detailed records of customer interactions and transactions, ensuring data accuracy and confidentiality.
- Exceeded performance goals for call handling time, customer satisfaction, and issue resolution.

TRANSCOM WORLDWIDE - Technical and Customer Representative

January 2017- December 2020

- Provided technical support and customer service to clients, resolving a wide range of issues with efficiency and professionalism.
- Handled inbound and outbound calls, addressing customer inquiries, troubleshooting technical problems, and providing product information.
- Utilized CRM software to document interactions, follow up on customer cases, and ensure timely resolution.
- Conducted training sessions for new hires, sharing best practices and enhancing team performance.
- Consistently achieved high customer satisfaction scores and met performance targets.

TOOLS

Project Management

- Trello
- Asana
- Monday.com
- Slack
- Microsoft Teams
- Zoom

Email & Calendar Management

- Gmail
- Outlook
- Google Calendar
- Microsoft Outlook Calendar

Document & File Management

- Google Drive
- Dropbox
- OneDrive

Social Media Management Tools

- Hootsuite
- Buffer
- Later
- CloudCampaign

Graphic Design & Video Editing

- Canva
- Adobe Photoshop
- Adobe Spark
- Adobe Premiere
- Final Cut Pro

Accounting & Bookkeeping Tools

- QuickBooks
- Xero
- Bonsai

CRM & Marketing Tools

- HubSpot
- Salesforce
- Klaviyo
- Loom

Website Development

- WordPress
- Analytics & Data Tools
- Google Analytics
- Microsoft Excel

EDUCATION

Bachelor of Science in Information Technology Major in Software Engineering

2015-2020

STI West Negros University

Master in Theology

2021-2023

Asia Pacific Institute of International Studies, Inc.

Certificate in Counseling

2023-2024

Asia Pacific Institute of International Studies, Inc.

Virtual Assistant Certification

2020-2021

CHARACTER REFERENCES

Angelika Carlos - Architect

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