

MICARIZZA ELVIÑA

Contact Information

+63 906 835 6528

elvinamica@gmail.com

Project Manager

PROFILE

Results and goal-oriented project & account manager with a proven history of propelling business growth and surpassing objectives, fueled by adept social media management and strategic account handling skills. Orchestrates success through expertly trained teams, excels in multitasking and collaboration for flawless project execution across diverse stakeholders. Offers exceptional leadership, providing strategic fiscal insights with data-driven precision, ensuring client satisfaction and retention. A master at optimizing processes, propelling long-term organizational success in the age of social media and intricate account management.

EXPERIENCE

● Operations Manager (January 2022 - Present)

Locus Digital

Account Manager → SEO Specialist → Project Manager → Operations Manager

- Facilitated effective communication among team members, stakeholders, and clients, ensuring clarity of objectives and progress updates.
- Utilized project management tools and software like Asana, Trello and TeamWork to streamline workflow, monitor progress, and ensure transparency.
- Utilized customer survey data and team analysis using HubSpot to craft impactful, insights-driven presentations that drive business growth.
- Orchestrated and curated engaging social media content for clients through HubSpot's platform.
- Developed comprehensive project plans, outlining scope, goals, deliverables, resources, and timelines.
- Collaborated with clients to define project objectives, scope, and success criteria, aligning expectations

● Customer Solutions Agent (February 2021 - January 2021)

Paypal

- Demonstrated exceptional crisis management and problem-solving skills through timely resolution of inbound customer inquiries.
- Supported Team Leader with admin tasks and conducted call quality assurance.
- Oversaw client's account documentation, including requirements, specifications, and documentation of key decisions.

● Account Associate (April 2019 - December 2020)

VXI Global

- Acted as the Subject Matter Expert and assisted Team Leaders to meet and exceed monthly goals set by managers.
- Collaborated with cross-functional teams to identify and resolve customer issues in a timely manner.
- Contributed to process improvements by applying lessons learned from previous projects and staying updated on industry trends.

● Barista Trainer (April 2017 - April 2019)

Starbucks

- Ensured compliance with industry standards, regulations, and best practices relevant to the company's mission.
- Coordinated with the team on marketing strategies and task delegations.
- Mentored and coached team members, fostering professional growth and a collaborative work environment.

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COURSES & CERTIFICATIONS

- **Google Project Management**
Coursera
• Credential ID: 2S3NGVDJHT4S
- **Foundations of Project Management**
Coursera
• Credential ID: HZ9XRRMHJD9
- **Project Initiation: Starting a Successful Project**
Coursera
• Credential ID: 8FL6B7KAYULY
- **Project Planning: Putting It All Together**
Coursera
• Credential ID: H4XSD82E9XN3
- **Project Execution: Running the Project**
Coursera
• Credential ID: GZU225TA6DSY
- **Agile Project Management**
Coursera
• Credential ID: 5T3ZLSXWGZ3D
- **Capstone: Applying Project Management in Real World**
Coursera
• Credential ID: 965YLRFRQ9C8
- **Google Digital Marketing Fundamentals**
Digital Marketer
- **Content Marketing Mastery**
Digital Marketer

SKILLS

- Excellent communication skills for client and team interaction
- Crisis management skills to resolve issues and ensure successful project outcomes
- Ability to thrive under pressure in a fast-paced environment
- Strong decision-making skills for resource optimization and project direction
- Ability in managing multiple projects and priorities simultaneously

TOOLS

- Hubspot
- Asana
- Trello
- Hubstaff
- Teamwork
- ReviewStudio
- Ahrefs
- Semrush
- Brightlocal
- Google Analytics
- Google My Business
- Google Search Console
- Microsoft Essentials