

# Donna O. Teano

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## Professional Summary

Detail-oriented professional with over 10 years of experience as a personal assistant and administrative assistant in various industries. Organized leader looking for a remote position as a virtual assistant.

## Work Experience

### Operations Assistant

Microcom Technologies, Inc., January/2017 – Present

- Oversee and co-ordinate office administrative procedures and review, evaluate and implement new procedures. As a process lead, I documented & implemented SOPs across departments; upon hiring additional staff, training & cross-training was applied using these SOPs.
- Team Management - Managing team members HR-related concerns. As the team leader, we have hired 10 additional remote staffs and ensure company rules and procedures were rolled out. As a result, 3 more additional remote staff were hired from other countries.

### Support Officer

Jarickson Insurance Advisers, May/2019 – May/2022

- Manage the CRM system with client insurance details. As a data entry specialist, we were able to update and complete all backlogs from the past 2 years.
- Created process sheets for the various tasks assigned upon training. When a new hire joined the team, these process sheets were used for training and resource.
- Prepare quotes on insurance new and renewals. This has helped the advisers focus on their sales calls and presentations, increasing sales consistently in the last 2 years.

### Business Assistant

Avibe Group, July/2012 – October/2016

- Manage the CRM system with candidates' information. As a data entry specialist, all documentation relating to candidate registration & documentation is to make it accessible for assessment and placement for the senior recruiters.
- Provide personal concierge services to the placed candidate. As a personal assistant, developed and retained candidate relationship & the company received great reviews and referrals.

## Other Interests

Volunteer, Prayer Ministry and Counseling, CCF Center, Philippines

## Contact



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## Skills

### Professional

Customer Service  
Administrative Support  
Quality Management and Training  
Building Relationships

### Technical

Microsoft Office  
CRM (Zoho, Salesforce, Hubspot)  
Wordpress

## Education

### AB Communication Arts in Advertising

Philippine Women's University, Manila, PH  
June/1994 – October/1998

### Elementary & Secondary Education, St.

Scholastica's Academy of Marikina, PH  
June/1982 – March/1994  
Loyalty Award