

# SYVIL SUGAR L. BELLEZA

EXECUTIVE/ADMINISTRATIVE ASSISTANT

Dedicated and focused Executive/Administrative professional with experience of 6 years and 5 months who excels at prioritizing, completing multiple tasks simultaneously, and following through to achieve project goals. Accustomed to analyzing needs and developing long-term solutions to meet company/team objectives. Has an excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements — saving costs while increasing profits. A detail-oriented team player with strong organizational skills and the ability to handle multiple projects simultaneously with a high degree of accuracy.

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## WORK EXPERIENCE

### SOCIAL MEDIA MANAGER

○ TIER1 CLICKS MARKETING, ROCHESTER MN, USA

**MARCH 2023 - PRESENT**

- Developed, implemented, and managed the company's social media strategy and client social media accounts
- Stayed up to date with the latest social media best practices and technologies
- Created ad copies and design campaigns to ensure content is informative and appealing
- Collaborated with Marketing, Sales, and Product Development teams
- Communicated with industry professionals and influencers via social media to create a strong network

### ADMINISTRATIVE CLERK

○ FELISCO-BELLEZA LYING IN MATERNITY CLINIC, DAVAO, PH

**FEBRUARY 2020 - PRESENT**

- Interviewed patients for case histories prior to appointments
- Updated and maintained patients' health records on our database and assist them with the initial paperwork
- Handled the appointment setting, and coordinated schedules
- Processed insurance claims in compliance with law requirements, and used medical software to support all transactions
- Managed receivable and payable accounts and maintained financial records
- Collaborated with the head Midwife to help with medical examinations, schedule tests, and order supplies, ensuring compliance with procedures and keep up-to-date with changes in medical and insurance legislation

### GENERAL VIRTUAL ASSISTANT

○ MPERFORMANCE DIRECT, NEW SOUTH WALES, AUSTRALIA

**MARCH 2023 - AUGUST 2023**

- Assisted in all areas of administrative work including data entry, file organization, and research and development
- Maintained business files and databases in Excel and created invoices for customers
- Handle the company's Social Media Pages and created content for marketing
- Created product listings and regularly update product information
- Monitored and reported on product metrics, such as revenue, adoption, and retention
- Handled customer and email engagement

### HEAD OF OPERATIONS/EXECUTIVE ASSISTANT

○ SANCTUM GROUP OF COMPANIES, NEW SOUTH WALES, AUSTRALIA

**MAY 2021 - DECEMBER 2022**

- Handled and provided the day-to-day activities of the CEO, as well as provided general assistance to the team
- Assisted in all areas of administrative work including data entry, file organization, research and development, payroll processing
- Maintained business files and databases in Excel and Word and invoice preparation, used various software, including word processing, spreadsheets, CRM, databases, and presentation software
- Managed appointments and calendars and booked meetings with the team as well as accurately recorded minutes from the meeting or made travel arrangements for the executives
- Handled and liaise with warehouses and coordinated with suppliers for product procurement
- Handled the hiring and onboarding of the team members, created and analyzed incoming memos, and submissions, and distributed them as needed. Implemented effective processes and standards along with overseeing compliance with regulations

### TEAM LEADER/SALES ASSOCIATE

○ FRONTROW INTERNATIONL, DAVAO, PH

**FEBRUARY 2012 - MARCH 2021**

- Recruited and developed top sales talent and implemented new marketing initiatives to drive sales
- Promoted brand awareness and utilized networking to increase brand development
- Facilitated ongoing training to keep sales of the team
- Successfully closed deals with revenue over \$800 per month
- Refined team workflows to better capitalize on individual strengths and maximize market share



## WORK EXPERIENCE

### HR AND ADMINISTRATIVE ASSISTANT

○ ANR MULTI-PURPOSE COOPERATIVE, MAKATI, PH

**JULY 2011 - JUNE 2012**

- Verified and investigated employment claims and data
- Analyzed and modified compensation and benefits policies to establish competitive programs
- Managed employee exit interviews and paperwork.
- Performed various administrative functions—including filling out paperwork, delivering mail, sorting mail, office cleaning
- Performed and assisted with bookkeeping
- Served as a representative in various civic and community functions to further enhance company image and develop additional business.



## GENERAL SKILLS

ORGANIZATIONAL

WRITTEN AND

PROBLEM-SOLVING

COMMUNICATION

MICROSOFT OFFICE

LEADERSHIP

PROJECT MANAGEMENT

DATA ENTRY

DEVELOPING AND  
IMPLEMENTING

RECRUITING  
RESEARCH AND  
STRATEGY

DECISION-MAKING



## LANGUAGES

ENGLISH

**LEVEL C1: ADVANCED**



## ACCOMPLISHMENTS

### CUSTOMER SERVICE

- Handled customers effectively by identifying needs, quickly gaining trust, approaching complex situations, and resolving problems to maximize efficiency.

### ADMINISTRATION

- Performed administration tasks such as filing, developing spreadsheets, faxing reports, photocopying collateral, and scanning documents for inter-departmental use.

### TRAINING

- Successfully trained staff in all office systems and databases, policies, and procedures while focusing on minimizing errors and generating superior results.



## EDUCATION

**BACHELOR OF ARTS IN PSYCHOLOGY**  
UNIVERSITY OF THE IMMACULATE CONCEPTION

**2007 - 2011**