



# MARIA VIRGINIA PORLAJE

📍 BACCOOR CITY, CAVITE 4102

📞 09302254226

✉️ ginny.porlaje@gmail.com

## SUMMARY

Dedicated and effective leader who succeeds in reducing costs, streamlining operations, and increasing productivity by using proven methodologies. Solid background in improving cross-functional collaboration. Skilled at establishing effective communication channels between departments.

## EXPERIENCE

### Marketing Project Manager

10/2023 - Current

#### **Black Label Solutions**

- Client Communication & Satisfaction: Daily monitoring at key times, accurate and prompt responses, and appropriate escalation. Regular updates with clients; maintain up-to-date client information. Schedule bi-weekly, prepare agendas, take notes, and provide post-meeting recaps.
- Project Management & Coordination: Develop detailed plans with timelines and resources. Assign tasks, clarify roles, and promote collaboration.
- Quality Assurance: Ensure projects stay on track and meet quality standards.
- Team Management & Development: Ensure smooth onboarding and proper training of new team members.
- Effective Project Management: Clearly define and document project scope and key deliverables.

### Executive Assistant / Operations Manager

10/2023 – Lateral Movement

#### **Black Label Solutions (The Content Machine)**

- Identify productivity and operational processes and develop strategies to improve workflow, enhance productivity, and reduce operational costs.
- Implement standardized procedures and best practices across departments to ensure consistency and efficiency.
- Oversee resource allocation, including human resources, equipment, and technology, to optimize utilization and meet project demands.
- Collaborate with HR and department heads to ensure staffing needs are met and training programs are implemented for skill development.
- Monitor performance metrics, analyze data, and implement corrective actions to maintain high-quality service delivery.
- Foster effective communication and collaboration among departments and teams to align operational goals with company objectives.

---

**Project Manager**, 04/2022 - Present

#### **Datavio.Ai**

- Responsible for coordination, implementation, control and completion of the project while remaining aligned with the strategy, commitments, and goals of the organization.
- Accurately communicate project requirements to external contractors.

- Maintain an accurate project tracking and reporting system.
- Support recruitment of resources through social media, based on project needs
- Ensures that the deliverables are of outstanding quality.
- Provides data reports, feedback, and issues to the Director of Operations.
- Work with external contractors in addition to internal resources, including vendors providing external resources
- Responsible for timely billing and submission of invoices to Finance Department.

---

**Associate Project Manager**, 10/2019 - 05/2022

**Appen**

- Determine and define project scope and objectives
- Develop and manage a detailed project schedule and work plan
- Provide project updates consistently to various stakeholders about strategy, adjustments, and progress
- Closely monitor the rater/workers' quality and productivity
- Monitor progress and adjust as needed

---

**Data Analyst**, 07/2016 - 10/2019

**Numerator**

- Interprets data and turns it into information which can offer ways to improve a business.
- Gather information from various sources and interpret patterns and trends.
- Works mainly with Excel worksheets.
- Acquiring data from primary or secondary data sources and maintaining databases.

---

**Consultant**, 08/2015 - 02/2016

**Sutherland Global Services**

- Manage large amounts of inbound and outbound calls promptly.
- Identify customers' needs, clarify information, research every issue, and provide solutions.

---

**Senior Associate**, 03/2008 - 01/2015

**Synchrony Financial**

- Answers inquiries by clarifying desired information; researching, locating, and providing information.
- Resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions; and escalating unresolved problems.
- Fulfills requests by clarifying desired information; completing transactions; and forwarding requests.

---

**Process Associate**, 01/2006 - 03/2008

**HSBC**

- Answer questions about account types and banking products.
- Check on the status of customer accounts and track checks and payments
- Review and explain account charges
- Assist banking customers who are victims of fraud, theft or identity theft. Put a stop to the card.
- Assist customers with replacing lost or stolen credit or debit cards.
- Assist with client personal updates like name, address, and other personal details.

---

**SKILLS**

- Project Management Skills
- Data Quality and Analysis

- Performance Management. KPI Setting and Management
- Process Improvement Strategies
- Proficient in both written and spoken English.
- Proficient in using Microsoft 365 Productivity tools; Word, Excel, PowerPoint Presentation, Outlook, OneNote, Calendar, Publisher, OneDrive, Teams, Power BI , Skype for Business and SharePoint
- Experience in using management tools such JIRA, ASANA, ClickUp, Monday.com
- Intermediate knowledge in using online graphic design tool like CANVA and Capcut.

---

## EDUCATION

*ABE International Business College, 2006*

**BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION Major in Management**