



# ROSENEIL MARRISSE BESERIL

Operations and Process Optimization Specialist

Philippines (Willing to relocate) | +63.995.614.0799 | beserilroseneil@gmail.com

## EDUCATION

**Bachelor of Science in Information Technology**

**Brokenshire College, Inc**  
2004-2008

## TECHNICAL AND OPERATIONAL SKILLS

### Technical Capabilities

- **Process Automation Tools:** Zapier, Make.io, Systeme.io
- **Project Management:** Asana, Trello, Jira, ClickUp
- **Productivity Suites:** Microsoft Office, Google Workspace
- **Data Management:** Excel, Google Data Studio
- **CRM Platforms:** Salesforce, HubSpot
- **AI Tool Exploration:** ChatGPT, Claude AI, Jasper AI, Alfred, LinkedIn Sales Navigator

### Operational Strengths

- Process Streamlining
- Workflow Optimization
- Technology Integration
- Performance Analysis
- Documentation Management
- Cross-Functional Coordination

## CORE COMPETENCIES

- Technology-Driven Process Optimization
- Administrative Systems Integration
- Workflow Automation
- Performance Analysis
- Technical Documentation
- Cross-Functional Coordination

## PROFESSIONAL SUMMARY

Information Technology professional with a strong background in administrative operations, specializing in process optimization and technological solutions. Leverage technical skills and operational expertise to streamline business processes, improve efficiency, and integrate technology-driven solutions.

## WORK EXPERIENCE

### Business Operations Assistant

Rocket Benefits LLC | June 2024 - Present

- Implemented digital filing systems to optimize documentation management
- Developed systematic approaches to veteran claim documentation
- Utilized technology to enhance administrative efficiency
- Streamlined documentation processes for improved accuracy and speed

### Global Remote Operations Specialist

Self-Employed | May 2023 - April 2024

- Deployed digital tools to automate and streamline administrative workflows to various clients
- Created standardized operational procedures using technology-driven approaches to different business owners
- Integrated AI-supported tools to enhance marketing and communication strategies
- Developed systematic methods for managing complex scheduling requirements

### Strategic Workforce Planning Specialist

iThrive | January - May 2023

- Applied data-driven scheduling strategies using technological tools
- Developed automated reporting systems for workforce management
- Utilized analytical approaches to optimize team productivity
- Created technology-enabled performance tracking mechanisms

### Team Performance Manager

OfficePartners 360, Inc | September 2021 - December 2023

- Implemented technological solutions to reduce operational inefficiencies
- Developed automated performance tracking and reporting systems
- Integrated cross-functional technologies to improve team coordination
- Created standardized workflows using project management tools



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## CERTIFICATIONS

**Professional Certificate of Executive Business Assistant**  
MTF Institute of Management  
October 1, 2024

**Completion Certificate for Google AI Essentials**  
September 18, 2024

**Completion Certificate for Foundations of Digital Marketing and E-Commerce**  
May 24, 2024

**Completion Certificate for Google Foundations of Project Management**  
September 19, 2023

**Completion Certificate for Excel Skills for Business: Essential**  
Macquarie University

**Completion Certificate for Introduction to Search Engine Optimization**  
UC Davis

**Completion Certificate for Increase SEO Traffic with WordPress**  
Project Network

**Civil Service Career Service Eligibility** – Professional, 2008

## WORK EXPERIENCE

### Real- Time Analyst

Telstra International Philippines Inc. | January 2015 – February 2021

- Managed staffing allocation for Sales and Digital Business Lines
- Developed forecast models using historical data
- Conducted operational effectiveness analysis
- Facilitated stakeholder communications
- Supported call center management system integration

### Customer Service Representative

Telstra Powered By TeleTech | April 2014 – January 2015

- Managed diverse customer service interactions across billing, collections, product support, and sales channels
- Demonstrated exceptional multitasking and problem-resolution skills in fast-paced telecommunications environment

### Special Administrative Coordinator

Christian Colleges of Southeast Asia | April 2012 – April 2014

- Managed comprehensive administrative support for institutional leadership
- Developed and maintained critical institutional documentation and communication processes
- Served as primary liaison between school administration and external agencies
- Refined institutional handbooks and communication protocols

### College Instructor (Part-Time)

DMMA College of Southern Philippines | June 2009 – April 2011

- Developed and delivered comprehensive lesson plans in Computer Programming and Information Science
- Designed targeted assessment strategies, including interactive recitation sessions and specialized examinations
- Managed student academic performance through detailed grade tracking and personalized feedback

### Technical Systems Coordinator

iThink Technologies | April 2008 – February 2009

- Led technical team in developing custom business software solutions
- Designed system architectures using Visual Basic, HTML, and SQL
- Mentored junior programming team and managed complex project workflows