JOHN PAUL PANAJON

ACCOUNT EXECUTIVE | B2B SALES & CLIENT RELATIONS

ABOUT ME

Results-driven professional with 6+ years of experience in executive support, customer service, logistics coordination, and remote operations. Skilled in calendar management, customer communication, freight dispatch, appointment setting, and administrative support for U.S.-based clients in fast-paced virtual environments.

Strong in communication, organization, problem-solving, and multitasking, with the ability to quickly adapt to new tools and systems. Committed to delivering efficient, reliable support and contributing to smooth operations and team success.

CONTACT

Plaridel, Bulacan, Philippines

WORK EXPERIENCE

ROCKET FLOOD | Virtual Assistant

Feb 2026 – Apr 2026

- Provided administrative and operational support in a remote work environment.
- Assisted with task coordination, research, and customer communication.
- Maintained organized records and ensured timely completion of assigned tasks.
- Adapted quickly to changing priorities and workflow demands.

HPS Capital Group | Virtual Assistant

May 2025 – Dec 2025

- Conducted outbound cold calls to qualify leads and schedule appointments.
- Communicated professionally with U.S.-based clients and prospects.
- Managed lead information and appointment scheduling efficiently.
- Maintained consistent follow-up to improve conversion opportunities.
- Demonstrated strong persuasion and communication skills in high-volume outreach environments.

HungerRush | Virtual Assistant

Feb 2024 – Mar 2025

- Assisted customers using AI-supported food ordering software.
- Monitored customer interactions while actively coordinating with AI tools for accurate order processing.
- Troubleshot software-related concerns and escalated technical issues when necessary.
- Supported fellow representatives by providing guidance on system usage and workflows.
- Delivered excellent customer service while handling inquiries, order concerns, and account-related issues.
- Maintained professionalism and accuracy in fast-paced remote support operations.

Humana | Insurance Account Manager

Dec 2023-Jan 2024

- Built and maintained strong, long-term relationships with clients
- Assessed client insurance needs and risk profiles to recommend suitable coverage
- Explained and presented insurance policies clearly to clients
- Negotiated policy terms and pricing with insurance providers on behalf of clients
- Assisted clients with claims processing and acted as liaison with insurance companies
- Conducted regular policy reviews to ensure appropriate coverage and updates
- Stayed updated on insurance products, regulations, and market trends
- Identified and pursued new sales opportunities while retaining existing clients
- Managed policy renewals, changes, and quotations with insurance carriers
- Resolved client inquiries and issues efficiently while ensuring customer satisfaction.

AMEX | Executive Virtual Assistant

Oct 2021 – Dec 2023

- Managed and maintained executive calendars, including scheduling complex meetings across multiple time zones and handling competing priorities efficiently.
- Coordinated leadership meetings by preparing agendas, organizing materials, managing logistics, and setting up virtual and in-person conference arrangements.
- Facilitated internal communication across departments through distribution lists, organizational updates, and leadership coordination.
- Supported onboarding processes for new team members, ensuring smooth integration into the organization.
- Prepared, reviewed, and processed expense reports in compliance with company travel and expense policies.
- Coordinated domestic and international travel arrangements, including itineraries, accommodations, transportation, and meeting logistics.
- Collaborated with technical support teams to resolve operational and system-related issues efficiently.
- Assisted with leadership initiatives, operational projects, executive events, and organizational activities.
- Improved administrative workflows and operational processes to increase efficiency and support day-to-day business operations.

Moldex LLC | Team Lead

Feb 2019 – Sep 2021

- Supervised freight dispatch and shipment tracking operations for logistics activities.
- Coordinated shipment movement from origin to destination while ensuring timely updates.
- Assisted with load planning, scheduling, and dispatch coordination.
- Monitored shipment status and resolved operational issues during transit.
- Managed customer concerns, shipment inquiries, and special handling requests.
- Reviewed freight charges, invoices, manifests, and shipment documentation for accuracy.
- Prepared operational reports and provided shipment updates to management.
- Maintained inventory tracking and shipment records using computerized systems.
- Supported and guided team members in meeting operational goals and service expectations.
- Worked under high-pressure environments while ensuring accuracy and efficiency in operations.

EDUCATION

2012 - 2016 | ATEC Technological College
Bachelor Degree: BS in Information Technology

CORE SKILLS

- Executive Support
- Calendar Management
- Email & Communication Management
- Travel Coordination
- Meeting Scheduling
- Administrative Support
- Customer Service & Client Support
- Chat, Email & Phone Support
- Freight Dispatch & Logistics Coordination
- Appointment Setting & Lead Qualification
- CRM & Ticketing Systems
- AI-Assisted Customer Support Tools
- Order Management & Tracking
- Team Leadership & Staff Support
- Operations Coordination
- Project Coordination
- Expense Reporting
- Data Entry & Documentation
- Inventory & Shipment Monitoring
- Leadership Support
- Remote Collaboration
- Process Improvement
- Problem Solving & Conflict Resolution
- Multitasking in Fast-Paced Environments
- Communication & Active Listening
- Scheduling & Time Management
- Microsoft Office & Google Workspace
- Adaptability & Quick Learning
- Confidential Information Handling
- Organizational Skills
- Attention to Detail
- Efficiency

TOOLS

- Microsoft Office Suite
- Slack/ Teams
- Google Workspace
- CRM Systems
- Ticketing System
- AI-Assisted Customer Support Tools
- Calendar and Scheduling Tools
- Travel and Expense Management Tools
- Data Entry System
- Pre-Tracking and Dispatch Software
- Order Management Platforms
- Virtual Meeting Platforms
- Cloud-Based Collaboration Tools
- Go-High Level
- Ring Central
- Monday.com
- Zendesk
- Zoho
- Salesforce
- Hubspot
- Trello

KEY ACHIEVEMENTS

- Successfully managed executive calendars across multiple time zones, ensuring smooth scheduling and prioritization of high-level meetings and leadership activities.
- Supported daily operations for leadership teams by coordinating meetings, preparing agendas, and handling end-to-end logistics for virtual and in-person sessions.
- Handled high-volume customer support interactions in remote environments while maintaining quality, accuracy, and positive customer experience.
- Trained and supported team members on systems, workflows, and operational tools to improve overall team performance and efficiency.
- Supervised and coordinated freight dispatch operations, ensuring accurate shipment tracking, timely updates, and proper documentation.
- Improved workflow efficiency by identifying gaps in administrative and operational processes and implementing better coordination practices.
- Provided reliable executive support including travel coordination, expense processing, and confidential communication handling.
- Maintained strong performance in fast-paced, multi-tasking environments while balancing customer service, operations, and administrative responsibilities.
- Consistently delivered accurate data entry, documentation, and reporting across logistics, customer support, and executive functions.
- Built strong communication and problem-solving skills through direct interaction with customers, executives, and cross-functional teams.