Mary Colleen Gimutao

Cabuyao City, Laguna, Philippines

SUMMARY

Virtual Assistant with 5+ years combined experience in executive admin support and customer service. Handles the day-to-day inboxes, calendars, invoicing, and scheduling using Google Workspace, Asana, and Square. On the customer service side, resolved billing disputes and account escalations for both corporate and healthcare clients, often as the go-to person when a case got complicated. Also has some background in social media and content support. Comfortable stepping into whatever a business needs and doesn't need much hand-holding to get there.

SKILLS

Administrative & Virtual Assistance: Inbox & calendar management, file organization & document handling, meeting scheduling & coordination, invoicing & billing support (Square, Billtrust), project coordination & task tracking

Customer Service & Support: Escalation management & resolution, billing disputes & contract-related concerns, insurance & plan inquiry assistance (healthcare accounts), client communication & relationship management, cross-functional team collaboration, problem-solving under pressure

Social Media & Marketing: Social media management (Facebook, Instagram), online community building & engagement, content creation & branding, graphic design (logos, flyers, invitations), marketing campaign monitoring

Tools & Platforms: Google Workspace (Docs, Sheets, Drive, Gmail, Calendar), Microsoft Office Suite (Word, Excel, PowerPoint), Asana, Canva, Salesforce, Oracle Cloud, Shopify, WordPress, MailerLite, Jotform, Square, Stripe, Billtrust, GoHighLevel

Core Strengths: Adaptability & flexibility, reliability & accountability, strong organizational skills, team collaboration & training support (SME experience), proactive problem-solving

PROFESSIONAL EXPERIENCE

Executive & Partnership Operations Aug 2026 – Present

Childcare Culture & Co.

- Provided CEO-level support, including calendar and scheduling, inbox management, and meeting coordination.
- Prepared for meetings, took notes, and tracked action items and commitments made during meetings.
- Coordinated sponsor and partner meetings and maintained partner and relationship records.
- Managed proposals and documents, kept next-action dates, and followed up on outstanding items.
- Coordinated priority communication between the CEO and team members.
- Escalated stalled or high-priority relationships so important opportunities were not missed.

Executive Virtual Assistant 2025 – 2026

World Axe Throwing League

- Provided comprehensive administrative support to executives, ensuring seamless day-to-day operations.
- Managed inboxes, scheduled meetings, organized files, and processed invoices with accuracy and confidentiality.
- Coordinated projects, tracked tasks, and optimized workflows using Asana and Google Workspace.
- Handled invoicing and payment processing through Square and created digital forms via Jotform to streamline processes.
- Supported e-commerce and marketing operations using Shopify, WordPress, and MailerLite.
- Anticipated executive needs and maintained clear communication, allowing leaders to focus on high-level priorities.
- Recognized for proactive approach, organizational skills, and ability to manage both routine tasks and urgent requests efficiently.

Customer Service Professional – Advisor II 2022 – 2025

Concentrix

- Served as primary point of contact for complex customer concerns requiring immediate resolution.
- Partnered with cross-functional teams (support, operations, product) to identify root causes and implement long-term solutions.
- Handled billing disputes, missed services, and contract-related concerns while ensuring customer satisfaction.
- Utilized Salesforce, Google Workspace, Billtrust, and Oracle Cloud to manage and resolve escalations efficiently.
- Acted as a Subject Matter Expert (SME), providing guidance to teammates and assisting in the training of new hires.
- Strengthened critical thinking, problem-solving, and ability to remain calm under pressure while driving customer success.
- Recognized as Top Advisor for Service Email, achieving 108% overall attainment for Q3 and Q4 2024.

Customer Experience Agent 2021 – 2022
Alorica

- Assisted customers with inquiries regarding plans, insurance coverage, billing issues, and disputes.
- Supported members in accessing medications by locating the nearest pharmacies for refills.
- Delivered accurate information with empathy, patience, and professionalism to ensure customer satisfaction.
- Handled sensitive healthcare information with discretion and compliance to industry standards.

Marketing Assistant / Graphic Designer 2019 – 2021
J & K Lovely Creations

- Managed the company's online presence by maintaining social media accounts.
- Responded to customer inquiries and concerns to support engagement and satisfaction.
- Monitored ongoing marketing campaigns to track effectiveness and support brand visibility.
- Designed and produced marketing materials, including logos, flyers, social media graphics, and advertisements.
- Utilized Adobe Illustrator and Canva to create visually appealing and brand-aligned content.

EDUCATION

BSBA, Major in Human Resource Management 2015 – 2017
Polytechnic University of the Philippines (Sta. Rosa Campus)

CERTIFICATIONS

- General Virtual Assistant Training Completion — ProVA (8-hour webinar)
- Executive Assistant Internship Completion — ProVA (4-week online course)

LANGUAGES

English, Tagalog

REFERENCES

Available upon request.