Russell Dylan M. Pecundo

Remote Virtual Assistant | Administrative & Customer Service Professional

Caloocan City, Philippines

Professional Summary

Returned missionary with two years of full-time service in the Philippines Urdaneta Mission, bringing strong communication, administrative, and organizational skills. Experienced in coaching, training, and supporting individuals from diverse backgrounds through one-on-one and group interactions. Skilled in scheduling, record management, problem-solving, time management, and maintaining professionalism and confidentiality. Eager to apply these transferable skills to provide reliable administrative and customer support as a Virtual Assistant.

Skills & Core Competencies

- Calendar and Email Management
- Planning and Scheduling
- Google Workspace
- Problem Solving
- Microsoft Office
- Zoom
- Google Meet

Volunteer Experience

Missionary 2024-2026
Phils. Urdaneta Mission

- Organized and managed 100% of weekly schedules, appointments, and activities for assigned individuals over a 2-year full-time mission.
- Planned and delivered personalized lessons for individuals, adapting instruction to meet 100% of scheduled teaching opportunities.
- Led and mentored a group of 10–20 missionaries, supporting the achievement of mission key indicators through coaching, goal setting, and collaboration.
- Assisted the Mission President in coordinating mission-wide initiatives, providing administrative support and communication across the entire mission area..

Volunteer Leadership Coordinator – Young Single Adult Committee

- Conducted outreach and maintained regular communication with individuals to understand their needs, goals, concerns, and progress while building positive relationships.
- Gathered information through active listening and organized feedback to identify needs and recommend appropriate solutions.
- Collaborated with team members and leaders to develop action plans, coordinate activities, and improve support strategies.
- Managed follow-ups, tracked progress, and adapted solutions based on changing needs and feedback. Provided administrative and coordination support through scheduling, communication, teamwork, and problem-solving to help achieve organizational goals.

Education

BYU-Pathway Worldwide **May 2026**
Relevant Coursework: **PC 102: Professional Skills**

BYU-Pathway Worldwide **June 2026**
Relevant Coursework: **PC 103: University Skills**

University of the East, Caloocan **June 2024**
Senior High School Diploma, STEM