

MARIA CECILIA CABACUNGAN

Executive Assistant | Project Coordinator | Operations Support Specialist

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PROFESSIONAL SUMMARY

Passionate and highly organized Executive/Personal Assistant with 10+ years of experience supporting C-level executives in fast-paced remote environments. AI-fluent professional experienced using ChatGPT, Claude AI, Microsoft Copilot, and other AI productivity tools to streamline executive communications, meeting preparation, research, documentation, and workflow automation. Skilled in protecting executive time, managing priorities, and leveraging AI to improve operational efficiency.

CORE COMPETENCIES

- Executive & Administrative Support
- Inbox Management, Calendar Management & Executive Scheduling
- Protecting Executive Time & Priority Management
- Meeting Coordination & Note Taking
- Travel & Logistics Coordination
- Project & Task Management
- CRM & Data Management (HubSpot)
- Brex Management & Expense Coordination
- Recruitment & Onboarding Support
- SOP Documentation & Process Improvement
- Stakeholder Communication, Remote Team Collaboration
- Reporting & Presentation Support

AI TOOLS & PRODUCTIVITY

- ChatGPT (daily executive support, drafting, research, summarization)
- Claude AI (document analysis and writing)
- Microsoft Copilot
- Gemini
- AI Prompt Engineering
- AI-assisted meeting summaries
- AI-powered executive communications
- AI research and presentation preparation
- AI workflow optimization

PROFESSIONAL EXPERIENCE

Ambience Healthcare

Engagement Manager, Strategic Growth & Sales Operations | January 2025 – Present

- Provide executive assistant support to leadership by managing priorities, coordinating schedules, and protecting executive time.
- Leveraged ChatGPT and AI productivity tools to draft executive emails, meeting summaries, reports, and customer communications.
- Used AI to accelerate research, documentation, presentation preparation, and operational reporting.
- Applied AI tools to improve executive workflows, reducing administrative turnaround time.
- Manage calendar activities including meeting scheduling, prioritization, preparation, and follow-ups.
- Manage day-to-day HubSpot operations, ensuring accurate pipeline tracking and organized CRM data.

- Support Brex management including expense coordination, tracking, and administrative oversight.
- Prepare weekly leadership reports and pipeline updates to support forecasting and operational planning.
- Coordinate executive meetings including agenda preparation, note-taking, follow-up tracking, and documentation.
- Support leadership teams with scheduling, travel coordination, and administrative tasks.
- Maintain organized documentation and workflows using Notion, Google Workspace, and project management tools.
- Assist in creating presentations, reports, and customer-facing materials.
- Coordinate logistics and communication for events, conferences, and internal initiatives.
- Track tasks, deadlines, and project progress across multiple stakeholders and departments.

The Viralist Group

Human Resources & Talent Acquisition Specialist | September 2024 – January 2025

- Manage recruitment processes from sourcing to onboarding while ensuring a positive candidate experience.
- Coordinate interviews, hiring schedules, and recruitment documentation.
- Maintain organized employee and candidate records.
- Track hiring metrics and provide updates to leadership teams.
- Support employee engagement and administrative HR processes.

MK Way

Executive Assistant to the CEO | Project Coordinator | March 2020 – July 2024

- Managed the CEO's calendar, meetings, communications, and day-to-day priorities across business and personal matters.
- Coordinated projects, monitored deadlines, and ensured follow-through across teams and stakeholders.
- Organized travel arrangements, schedules, and logistics for executive activities.
- Prepared reports, presentations, meeting summaries, and company communications.
- Supported recruitment, onboarding, employee documentation, and administrative operations.
- Created and maintained SOPs, trackers, and internal process documentation.
- Acted as a key point of coordination between leadership and internal teams.

TELUS International Philippines

Business Analyst III / Administrative & Reporting Analyst | May 2016 – March 2022

- Prepared operational reports, scorecards, and performance tracking documents for stakeholders.
- Analyzed business performance data to support process improvements and operational efficiency.
- Assisted with administrative reporting and documentation management.
- Collaborated with teams to monitor KPIs and operational goals.

TELUS International Philippines

Customer Service Representative | January 2016 – May 2016

- Handled customer inquiries, account concerns, and service-related requests.
- Maintained high-quality customer service and communication standards.

Convergys Philippines

Customer Service Representative | January 2016 – May 2016

- Provided customer support and resolved account-related concerns efficiently.
- Ensured positive customer experiences through professional communication.

SITEL Philippines

Customer Service Representative | October 2015 – December 2015

- Assisted customers with inquiries and account support.
- Maintained service quality and handled customer concerns professionally.

EDUCATION

Lyceum of the Philippines University
Bachelor of Science in Business
Administration Major in Operations
Management (ETEEAP) – 2021

CERTIFICATIONS

- Lean Six Sigma Yellow Belt
- Lean Six Sigma White Belt
- Leadership Summit
- General Virtual Assistance Training
- I Aspire

TECHNICAL SKILLS

- Microsoft 365
- Google Workspace
- ChatGPT
- Claude AI
- Microsoft Copilot
- Gemini
- Notion AI
- HubSpot CRM
- Canva
- Monday.com
- Asana
- Slack
- Zoom
- Miro
- Brex