

HYACINTH AGAD

Virtual Assistant | Executive Assistant | Admin, Marketing & Operations Support

Philippines | +63 991 454 5161

PROFESSIONAL SUMMARY

Tech-savvy Virtual Assistant and Business Support Partner with experience in administrative support, digital marketing, customer service, CRM management, funnel support, content creation, email marketing, and operations coordination. Skilled in helping founders, coaches, service providers, and small businesses streamline daily operations, manage client communication, organise workflows, support lead generation, and improve online visibility.

CORE SKILLS

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|--------------------------|---------------------------|--------------------------|
| • Virtual Assistance | • CRM Management | • Project Coordination |
| • Executive Assistance | • Lead Generation | • Task Management |
| • Administrative Support | • Sales Funnel Support | • SOP Documentation |
| • Calendar Management | • Landing Page Support | • Workflow Optimisation |
| • Inbox Management | • Email Marketing | • Client Onboarding |
| • Customer Support | • Email Automation | • Data Entry |
| • Client Communication | • Social Media Management | • Research |
| • Content Creation | • Copywriting | • Appointment Scheduling |

TOOLS & PLATFORMS

Google Workspace, Microsoft Office, Slack, Asana, Trello, Notion, Atlassian Confluence, GoHighLevel, Kajabi, ClickFunnels, ActiveCampaign, Zoho, Brevo/Sendinblue, TaxDome, Elementor, Squarespace, Webflow, Wix, Weebly, SamCart, Canva, GIMP, Filmora, Zendesk, Calendly, Acuity, Carepatron, Xero, Discord, LinkedIn Sales Navigator, ChatGPT, Claude, Base44, Netlify

PROFESSIONAL EXPERIENCE

Freelance Virtual Assistant / Business Support Partner | Self-Employed | Jan 2024 - Present

- Provide remote administrative, marketing, and operational support to international clients across marketing, wellness, cleaning, robotics, and accounting.
- Support daily task management, client communication, calendar coordination, document preparation, workflow organisation, and CRM updates.
- Assist with sales funnels, landing pages, email campaigns, automation setup, content scheduling, copywriting, and client onboarding processes.
- Prepare SOPs, trackers, checklists, and internal documentation to improve business systems and reduce manual work.

Digital Marketing VA | Outsourced Doers | Jun 2023 - Nov 2023

- Completed training in sales funnels, landing pages, email marketing, social media management, SEO, copywriting, and SOP development.
- Designed landing pages, developed automated email campaigns, supported social media campaigns, and documented repeatable workflows.

Customer Service Associate | TaskRabbit / IKEA at Open Access | Jan 2023 - Jun 2023

- Handled customer inquiries through chat, phone, and email support while maintaining clear documentation and professional communication.
- Collaborated with team members to improve response quality, streamline processes, and reduce average resolution time.

Technical Support Representative | Comcast / Xfinity at VXI Global Solutions | Apr 2022 - Nov 2022

- Provided billing, sales, and technical support to US customers, troubleshooting issues and offering tailored solutions to improve retention.

EDUCATION & CERTIFICATION

Bachelor of Arts in Political Science and Government | Ateneo de Davao University | 2018 - 2022

Master in Public Administration | University of Mindanao | 2022, Currently Paused

Philippine Civil Service Eligible, Professional | Certified for administrative roles requiring organisational, communication, and interpersonal skills