



# PAULINE DANICA CHUA

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Administrative Task
- Reporting
- KPI and finance Analysis
- Customer Service & Sales

## TOOLS

Go High Level  
Slack/Zoom  
Microsoft Office  
Microsoft Excel  
Meta Business Suite

## PERSONAL PROFILE

I am a dedicated and detail-oriented professional with a strong background in administrative support. With extensive experience in managing back-office functions, optimizing workflows, and ensuring smooth scheduling and coordination, I excel in streamlining processes and enhancing productivity.

## WORK EXPERIENCE

### VIRTUAL ASSISTANT/ APPOINTMENT SETTER

#### Clinic Grower | 2023 - 2024

- Accurately entered data in EMR, managed scheduling based on physician availability, and handled GHL automation.
- Acted as primary client contact, providing service information and scheduling appointments efficiently.

### PROGRAM MANAGER

#### KM2 Solutions - US Auto Sales and CIG | 2019 - 2023

- Team Management
- Coordinated schedules, tracked KPIs, and analyzed performance
- Ensured efficient calendar management, meeting deadlines and milestones.

#### Flagship credit acceptance | 2018 - 2019

- Generated reports on collections performance, aging accounts, and recovery rates.
- Trained and mentored new staff.
- Led and managed a team of collection agents.

## EDUCATION HISTORY

### Punlaan School

- Hotel and Restaurant management
- Basic Accounting