



# Shirin Ayje J. Soloria



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I'm Shirin Ayje J. Soloria, a qualified and professional virtual assistant and project manager with more than 5 years of experience in administrative functions, data entry, data analysis and reporting, business and quality analysis, customer service, email management, copy editing, proofreading, recruitment and project management.

## Skills

### Technical Skills

- Project Management
- Virtual Assistance
- Operations Management
- Business and Quality Analysis
- Basic Accounting and Bookkeeping
- Basic Social Media Management
- Basic Design
- Customer Service
- Calendar Management
- Content Creation
- Data Entry
- Data Analysis & Reporting
- Editing and Proofreading
- Email Management
- Email Marketing
- Internet Research
- Financial Analysis
- Planning and Scheduling

### Soft Skills

- Communication skills
- Client management skills
- Leadership skills
- Organization skills
- Critical thinking skills
- Time management skills
- Strong work ethics
- Flexible
- Detail-oriented

## Systems and Tools Used

- Asana
- Jira
- Monday.com
- Trello
- Basecamp
- Canva
- Connecteam
- Ooma SMS
- Wix Email Marketing
- Brevo Email Marketing
- Gusto Payroll System
- Intuit Quickbooks
- RooWare System
- MS Office Applications - Word, Excel, Power Point, Office Visio
- Google Workspace - Docs, Sheets, Forms, Slides
- Business Objects XI
- JDE 83D
- SAP Travel Expense Accounting
- SAP ERP Call Management System
- SAP Supplier Relationship Management
- Electronic Service Measurements and Reporting Tool
- MS Outlook
- e-Workforce Management Tool
- Remote Tool Access
- Call Management System
- Social Media Platforms - Facebook, Instagram, LinkedIn

## Work Experiences

**Company Name: DWP Live Factory**

**Position: Executive Virtual Assistant**

**Duration: September 2021 to June 2023**

### Work Description

- Perform daily administrative tasks like data entry, data analysis and reporting, email management, handling clients and contractors concerns.
- Coordinate and schedule meetings and conferences.
- Perform project management on other projects.
- Manage recruitment process of the new hires.
- Manage email marketing using Wix and Brevo email campaign platforms.
- Manage LinkedIn account, reply to messages, reach out to colleagues and leads, create posts to showcase and market the business.
- Manage contractors payroll data entry in Gusto and Intuit QuickBooks.
- Manage invoices of clients and contractors.
- Manage and organize files and documents of the company.
- Planning and scheduling of staffing needs for company's events.
- Create proposals to clients about our services offerings.
- Implement new programs, procedures, methods, and systems
- Involve in process improvements of the current system and processes.

**Company Name: AKBB Trading**

**Position: Virtual Assistant (Project-based)**

**Duration: June 2021 to July 2021**

### Work Description

- Perform daily administrative tasks like data entry, data analysis and reporting.
- Manage contact lists and organize customers, suppliers and investors records.
- Perform expense data entry and bookkeeping in Intuit Quickbooks.
- Audit and verify data of the transactions.
- Design, build, and implement new report formats and layouts, or revise existing ones as required.
- Confer with sources of data to identify problems and gather suggestions for improvements.
- Involve in process improvements of the current system and processes.

**Company Name: Australian Institute of Fitness**

**Position: Project Coordinator/Copy Editor**

**Duration: February 2016 to March 2021**

### Work Description

- Primarily involved in managing administrative projects like copy editing of large modules, workbooks and booklets, preparing Google slides presentations for the instructors to be used in their sessions, assisting the software development team in the formatting of their eBooks to be migrated to the new system.
- Deal primarily with spelling, grammar, punctuation, fact checking, and word choice of the documents, review images to ensure captions match properly with the images.
- Adhere to style guides and manuals provided by the client.

## Work Experiences

- Collaborate with the Training Manager and Coaches regarding project scope and timeline.
- Make sure deadlines are met and keep the workflow moving as planned.
- Work closely with authors/writers and suggest changes to enhance readability, conciseness and style of the articles.
- Manage a large amount of workbooks/booklets in the database.
- Highly involved in process improvements to meet the deadlines without compromising the quality of outputs.

**Company Name: Elementz Interactive Inc.**

**Position: Project Manager**

**Duration: March 2014 to August 2015**

### Work Description

- Perform financial and business analysis, people management, project management, operations management, and quality analysis.
- Collaborate with the Product Owner, CEO and general manager regarding project requirements.
- Work with the senior management and development team to validate project scope, create project timeline, plan the general and specific scope of work per sprint period and manage the resources from the inception of the project up to its completion.
- Establish project scope by studying functional requirements, examining and recommending changes to current practices, developing and writing proposals.
- Implement solutions by monitoring project progress, tracking action items, conducting design and implementation reviews, examining, researching, and resolving issues, escalating issues to appropriate authority, responding to team concerns.
- Manage day to day operational aspects of the projects, provide real-time support to software developers and testers so they will perform at their highest level.
- Provide performance feedback and coaching on a regular basis, administer performance reviews, IDPs, quarterly reviews and annual reviews of the employees.
- Assist the general manager with the daily operations of the business.
- Apply Scrum Methodology, enforce project standards, and ensure project documentation is complete and stored appropriately.
- Organize and prioritize projects and daily tasks while managing the task workload for team members. Oversee 15 - 20 people in different roles and responsibilities.
- Lead the planning and implementation of the project.
- Facilitate sprint planning, retrospective, and daily scrum meetings, coach team members, help in the decision-making and problem solving process.
- Highly involved in process improvements.

## Work Experiences

**Company Name: Elementz Interactive Inc.**

**Position: Business Analyst (Project-based)**

**Duration: December 2013 to March 2014**

### Work Description

- Perform financial and business analysis and process improvements on project requirements.
- Directly work with clients to gather requirements, conduct business and system analysis, manage feature scope and process design changes.
- Work closely with scrum masters to initiate, design and deliver system solutions that meet business needs, and assist them in project direction and documentation.
- Use advanced business knowledge and research customer requests for assistance and recommend software solutions.
- Provide project management, training support and quality assurance on the projects.
- Promote a high level of collaboration and teamwork with the development team and management team within an Agile/Scrum environment.

**Company Name: Infocus Multimedia Business Solutions (Convactor Grain)**

**Position: Financial Data Analyst**

**Duration: November 2012 to July 2013**

### Work Description

- Prepare reports and analyze data for trends and performance.
- Audit report data for veracity.
- Forecast performance and provide reasonable estimates of future industry position.
- Design, build, and implement new report formats and layouts, or revise existing ones as required.
- Confer with sources of report data to identify problems and to gather suggestions for improvements.
- Collaborate with the web development team and management team in the development and implementation of the new financial software.
- Review and conduct quality assurance of the transactions processed by the data entry staff in the new financial software implemented.
- Innovates process improvements.

**Company Name: Lexmark Research and Development Corporation**

**Position: Partner Payment Specialist**

**Duration: December 2009 to August 2012**

### Work Description

- Analyze completed service actions for compliance with partner agreements.
- Approve or override the system's business rules as dictated by the analysis.
- Generate a list of actions for partner reimbursement which is submitted to the financial system.
- Provide monthly reporting on partner payments.
- Reconcile payment errors and interface with accounts payable.
- Provide non return parts reporting information to the supplier.
- Credit invoices for non-return parts which have been paid or reconciled.
- Audit claims that are manually processed by identifying errors and finding corrective actions in line with the business process.

## Work Experiences

- Analyze manual claims processing reports.
- Extract customer satisfaction survey reports for US and Latin America technicians.
- Provide monthly review reports used for monthly operations meetings.
- Management of multiple tasks associated with organizing and processing activities of the direct and indirect dispatch for Lexmark.
- Conduct weekly team huddles for the warranty claims agents' performance.

**Company Name: Sykes Asia Inc.**

**Position: Technical Support Representative**

**Duration: April 2007 to August 2009**

### Work Description

- Provide excellent customer service through inbound and outbound calls with issues regarding DSL and DIALUP internet issues.
- Deal with customer's concerns and complaints via phone.
- Respond to customer's inquiry accurately.
- Provide technical support in troubleshooting customers' computers through inbound calls with customer care issues.
- Handle issues with ISP (internet service provider) connection, email configuration, and software applications.
- Deal with customer service concerns and complaints through phone calls.
- Cultivate client relationships and increase customer satisfaction.
- Analyze customer's issues and troubleshoot them accordingly.
- Process customer transactions efficiently and effectively.
- Provide prompt, courteous response to customers.

**Company Name: Brutuz Food Company**

**Position: Part-time Service Crew**

**Duration: June 2004 to December 2004**

### Work Description

- Take customers' orders
- Handle cash in hand and reconcile cash balances with the total daily cash receipts.
- Do multitasking as necessary

## Education

Graduate Studies: Cebu Normal University  
Master in Public Administration (30 units)  
June 2009 - March 2011

Tertiary: University of San Jose-Recoletos  
Bachelor of Science in Accountancy  
June 2002 - March 2007

Secondary: University of the Philippines  
June 1998 - March 2002

Elementary: Tejero Elementary School  
June 1992 - March 1998

Awards	
Superhero Awards Elementz Interactive Inc. October 2014	Manager's Appreciation Award Fourth Quarter of Year 2010 Customer Support Services, LRDC
Manager's Appreciation Award Third Quarter of Year 2011 Customer Support Services, LRDC	Manager's Appreciation Award First Quarter of Year 2010 Customer Support Services, LRDC
All Star Squad Award Third Quarter of 2011 Customer Support Services, LRDC	Manager's Appreciation Award (Team Recognition) Second Quarter of Year 2010 Customer Support Services. LRDC
All Star Squad Award First Quarter of 2011 Customer Support Services, LRDC	Top 5 Agent of the Month - September 2007 AT&T Account, Sykes Asia Incorporated September 2007

## Trainings and Seminars

Effective Work Relationships Training Sandtrap Conference Room, Cebu City November 22, 2014	SAP SRM (Indirect Purchasing) LRDC November 25 - 26, 2010
Project Management Training Alpa City Suites, Mandaue City October 23 - 24, 2014	Feedback Fundamentals LRDC July 12, 2010
Operationalization of Design Behavior LRDC December 19, 2011	SAP ERP LRDC July 7, 2010
High Impact Presentation Training LRDC December 12, 2011	New Reality – How to Make Change Your Competitive Advantage LRDC January 28 - 29, 2010
Basic Communications Training LRDC August 22, 2011 and September 8, 2011	Six Sigma Yellow Belt Introduction (Operational Excellence) Stand-alone Assessment December 22, 2009
Travel and Expense Accounting LRDC May 16, 2011	