

MARISYL A. AGNO

EXECUTIVE SUMMARY

Results-driven Project Coordinator with a background in CRM systems, quality assurance, and project rollouts. Proven track record in providing technical support, and streamlining training processes. Adept at using a variety of productivity and collaboration tools to enhance team efficiency and ensure successful project outcomes. Skilled in building client relationships and delivering tailored solutions to meet business needs.

WORK EXPERIENCE

Flint Culture MENA – *External Consultant*

Middle East and North Africa

NOVEMBER 2023 to NOVEMBER 2024

- **Maintain Employee Records:** Update and maintain employee records, including personal information, attendance, and leaves in the HR database – BambooHR and Employee Database.
- **Recruitment Support:** Assist in the recruitment process by posting job openings, scheduling interviews, and coordinating candidate communication.
- **Onboarding and Offboarding:** Coordinate the onboarding and offboarding process for new and departing employees, including preparing paperwork, conducting orientations, and facilitating exit interviews. Additionally, manage the distribution and documentation of Gallup Strengths Test Grid results.
- **Benefits Administration:** Assist with benefits enrollment, changes, and inquiries from employees. Ensure accurate record-keeping of employee benefit information.
- **Payroll Support:** Assists in addressing payroll-related inquiries from employees.
- **HR Policies and Procedures:** Assist in the implementation and communication of HR policies and procedures. Ensure compliance with relevant labor laws and regulations.
- **Employee Relations:** Serve as a point of contact for employee inquiries and concerns. Escalate issues to the HR Director or Office Manager or

- appropriate personnel as needed.
- **HR Documentation:** Prepare HR documents, such as employment contracts, offer letters, and HR reports. Ensure accuracy and confidentiality of all HR-related documentation.
- **Technology Utilization:** Utilize project management monitoring tools and software platforms to track and analyze data efficiently. Provide support on ClickUp, Asana, HubSpot, and other project and marketing management software to optimize workflow processes and enhance team collaboration.
- **General Administrative Support:** Provide general administrative support to the HR department, including answering emails, and scheduling meetings.
- Supports the creation of client and employee contracts.

Mynd Dynamic Team Inc. – Project Coordinator (Mobile and Web Development)

Davao City, Philippines

JANUARY 2017 to JUNE 2023

- Collaborating closely with the development team, management, and clients worldwide to ensure the project meets both client and company requirements.
- Acting as Scrum Master
- Leading project planning sessions
- Supporting product testing
- Ensuring projects are delivered on time and within scope
- Managing the CRM system and assisting customers with product training and technical support
- Assist with coordinating and scheduling training sessions as needed.
- Perform other tasks as needed or assigned by management

Projects that I worked with: Dr. Oz, [SalesNexus](#), [Sharpen Minds](#), [Greenleaf Hotel Gensan](#), [OFWATCH](#), Tapang at Malasakit, Davao City Food and Medicine Pass Database, [EngageKo](#)

Appetiser Apps – Project Manager (Mobile and Web Development)

Melbourne, Australia

DECEMBER 1, 2021 – MAY 1, 2022

- Working with partners in GMT+8 (Manila/Davao) and GMT+10 (Melbourne) time zones
- Working closely with the development team, management, and client around the globe to ensure the project will be able to satisfy the client and company's requirements.
- Leading project planning sessions
- Coordinating staff and internal resources
- Managing project progress and adapting work as required

- Ensuring projects meet deadlines
- Managing relationships with clients and stakeholders
- Providing qualitative and quantitative feedback to the Engineering, Creative, and other teams throughout feature development
- Helping with testing the product
- Suggesting product path strategy to stakeholders
- Suggesting new processes and policies that developers and QA can implement to ensure we're only shipping the best possible product

Projects that I worked with: [EvrSo](#), [toolZhire](#), [Everything Hair and Me](#), [A Talking Family Tree](#)

The Lean Company – *Business Development Specialist*

Singapore

AUGUST 16, 2021 to NOVEMBER 30, 2021

- CRM Management: Ensuring accurate and timely recording of all pitches, proposals, and business opportunities in the Firm's CRM system (Hubspot).
- Produced data driven reports that help businesses make the right decisions at the right time.
- Contacting potential clients through cold calls and emails
- Qualifying leads from marketing campaigns as sales opportunities
- Presenting our company to potential clients
- Reports all the events issues and/or any transactions related to handled projects
- Identify the client needs and suggest appropriate product/services
- Proactively seek new business opportunities in the market

APCO Worldwide – *External Consultant*

Dubai, United Arab Emirates

JANUARY 2014 – JANUARY 15, 2017

- Monitor print, online, broadcast, and social media for relevant news, trends, and mentions.
- Identify coverage that may impact brand perception, reputation, or influence client decisions.
- Compile daily, weekly, and monthly reports on media coverage with key insights and analysis.
- Summarize major themes and trends, highlighting implications for stakeholders.
- Maintain an organized database of media clippings and monitor coverage trends over time.
- Use media monitoring tools to gather accurate data and manage alerts for timely updates.
- Write concise summaries of media content, emphasizing key messages, sentiment, and context.
- Provide insights on emerging topics and shifts in industry conversations.

- Work closely with PR, communications, and marketing teams to align media insights with ongoing campaigns.
- Support client and internal requests with timely and customized media reports.

Korea Electric Power Corporation – *Executive Assistant to the Project Manager*

Barakah, Abu Dhabi United Arab Emirates

SEPTEMBER 2012 – AUGUST 2013

- Maintaining effective records and administration.
- Coordinate arrangements, meetings and/or conferences as assigned.
- Manage busy calendar, meeting coordination and travel arrangements. Screens telephone calls, and responds to emails, messages and other correspondence.

Project: United Arab Emirates, Barakah Nuclear Power Plant

JC Maclean International FZCO (Construction and Engineering Company) – *Document Controller*

Dubai, United Arab Emirates

JULY 2009 – AUGUST 2013

- Ensure all technical documents, such as reports, drawings and blueprints, are collected and registered in the system
- Coordinate with the Engineering, Procurement and Client for drawings and material samples
- Work with documents and records across various departments, including human resources, marketing and construction
- Site office petty cash custodian

Projects handled: The Ritz Carlton Grand Canal Abu Dhabi, The Galleria, Abu Dhabi Luxury Mall.

Department of Education Division of Davao City – Planning Assistant

Davao City, Philippines

OCTOBER 2005 – JUNE 2009

- Reports directly to the Planning Section Head and is in-charge of all Government-owned High Schools Statistical reports and Performances.
- Consolidates enrollment report, performance indicators, promotional reports on all secondary public schools of this division, draft communications and other documents, receives data, encodes data on Basic Education Information System modules 1 and 2 (BEIS Public Secondary).
- Drafts letter, entertains inquiries of walk-in clients, follow up client queries, Organize and maintain deliverable archives (digital and hard copy) of reports submitted to clients.
- Manage and maintain a document control transmittal system, Prepare final report documents by formatting, printing, copying, binding, and submission to the Department of Education Regional Office.
- Prepares the Annual Narrative Report as well as Division Profile and other related works instructed by the Section Head.

EDUCATION

Ateneo de Davao University – *BS in Elem. Education Major in General Science*

LICENSES AND CERTIFICATIONS

Civil Service Professional Eligibility

Issued April 2007

CHARACTER REFERENCES

Available upon request.

SKILLS SUMMARY

IT Project Management
Manual Testing/QA/Rollout
Document Control
Technical, Customer and Training Support
CRM
Administrative and Human Resource

Knowledge of the following Productivity Platform, Collaboration/Communication app and Customer Service Software:

ClickUp, Trello, Asana, Monday.com, Jira, Hubspot, Salesforce, SalesNexus, Slack, Microsoft 360, Zendesk, Ring Central, Zoom, GMeet, Microsoft Teams, and Skype.