



# JILLIAN LOREN GARCIA

Admin and Team Leader

## About Me

I'm a skilled Virtual Assistant and a Team Leader with 13 years of solid experience in both corporate settings and as a freelancer. My extensive background includes leading teams and providing comprehensive business support excelling in administrative tasks, project management, and team coordination, ensuring seamless operations and high productivity.

I love collaborating with business owners and teams, always eager to discuss how I can help. A true people person, I enjoy sharing ideas and fostering a positive, productive atmosphere. Let's make work fun and efficient together!

## CORPORATE EXPERIENCE

**Plico Energy Australia**

**Aug 2020 - Nov 2024**

**Australia**

**Admin Support Team Leader**

With over 5 years of specialized experience in the solar industry, primarily supporting operations in WA and VIC, Australia.

My responsibilities include managing paperwork, handling pre-application processes, obtaining approvals for retailers and distributors, and ensuring compliance with post-installation requirements both WA and VIC.

I am adept at managing STC claims and navigating system portals to address after-sale issues.

Additionally, I lead my team to meet KPIs and achieve monthly targets.

As Admin:

- Administrative Responsibilities such as Contract preparation and follow up, collecting relevant document to be use to progress the application through approvals and installation
- Manage and monitor project pipelines to ensure timely completion.
- Provide support in scheduling installations.
- Coordinate with installers for seamless operations.
- Oversee the onboarding process for new installations.
- Maintain accurate documentation and organize filing systems.
- Handle pre-approvals and post-installation processes for Western Australia (WA) such as Synergy and Western Power approvals and in VIC such as Jemena, Ausnet, United Energy and PowerCor
- Email Management and correspondence
- Hubspot Quality checking and data entry

As Team Leadership:

- Drive and implement process improvements to enhance efficiency.
- Conduct research, process mapping, and implement improvements.
- Ensure the team meets Key Performance Indicators (KPIs).
- Facilitate onboarding for installers.
- Processing compliance and completion with WA Government regulations.
- Manage team operations, ensuring effective coordination and support.
- Oversee day-to-day operations to maintain workflow consistency.

## Contact

☎ +639208304277

✉ gillanlorenso143@gmail.com

## Education

2010

**Asian Institute of E-commerce**  
Associate Degree in Information Technology

## Expertise

Management Skills

Critical Thinking

Leadership

Administrative Support

Team Lead/Player

Additional expertise

WA/VIC Solar application  
and compliance

STC Management

Pre and Post installation  
completion

Customer Service

## Tools

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Hubspot  
Xero  
Google Drive  
Microsoft Office/Outlook  
CRM  
Dialer  
Quickbooks/JD Oracle  
Formbay/Bridgeselect  
One drive  
Pandadoc  
DocuSign

As a Service Admin Support, my responsibilities involves in managing emails, allocating tickets, resolving non-technical issues, processing purchase orders, invoices, and warranties, coordinating between customers and installers, overseeing daily operations by distributing tasks to the team, and maintaining documentation and filing.

As Service Admin Support

- Email Managements
- Identifying tickets and allocate to members
- Owns non-technical issues
- Check and process PO, Invoicing and credit note
- Check and process warranty
- Customer and Installer coordinator
- Smoothen day to day operations by overseeing and distributing task to my Team
- Documentation and filing

## Other relevant experience

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Leaders Legal Translation (UAE)|  
June 2017 - Oct 2018  
Coordinator  
(Secretarial, Marketing,  
Operations, Accounts)

ALJABER Group (UAE)| Oct 2014 -  
May 2017  
Admin Supervisor

KOKOMOS Hotel and Restaurant  
(PH)| 2013 - 2014  
Accounting Clerk

Galaxy Hotel (PH)| 2011 - 2013  
Secretary / Front Desk Officer

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## Promotions

Operations Team Leader  
Plico Energy Australia  
2021

Admin Supervisor  
ALJABER Group (UAE)  
2015

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## Tools

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