

HERALD YVVE P. MALE

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CAREER OBJECTIVE:

To build a long-term career in a remote or office-based role where I can apply my experience in administrative coordination, operations support, and client communication. I aim to contribute to an environment where organization, reliability, and attention to detail are valued, while continuing to grow professionally and take on more responsibilities over time.

PROFESSIONAL SUMMARY

Detail-oriented and adaptable professional with over 8 years of experience across administrative support, client communication, operations, and coordination roles in education, financial services, customer service, and virtual assistance. Experienced in managing documentation, coordinating with multiple stakeholders, handling reports, supporting onboarding processes, and maintaining organized workflows in both onsite and remote environments. Comfortable working with fast-paced and multi-tasking environments while ensuring accuracy and consistency in all deliverables. Known for being dependable, organized, and proactive in completing tasks with minimal supervision. Quick to adapt to new systems and tools including Google Workspace, Microsoft 365, CRM platforms, and various collaboration and task management tools.

EDUCATIONAL BACKGROUND

Bachelor of Science in Business Administration Major in Management Accounting
Lyceum of the Philippines University – Laguna
(2013 - 2017)

PROFESSIONAL EXPERIENCES

Customer Service Representative/Intern – iQor Philippines (November 2016 – December 2016)

- Handled inbound customer inquiries and provided accurate information regarding products and services
- Assisted customers with billing concerns, account verification, and basic technical issues
- Maintained professionalism while managing high-volume calls
- Documented customer interactions and resolutions in the system
- Escalated complex concerns to appropriate departments when necessary

Payroll Clerk – MGMB Builders (April 2017 – December 2017)

- Processed employee payroll and ensured accurate computation of wages and deductions
- Maintained payroll records and employee files
- Coordinated with HR and accounting regarding attendance and salary adjustments
- Assisted in preparing payroll reports and summaries
- Ensured confidentiality of employee compensation information

Branch Personnel/Vault Custodian – Cebuana Lhuillier (June 2018 – Feb 2022)

- Managed daily branch operations including cash handling and customer transactions
- Served as vault custodian responsible for safeguarding branch funds and high-value jewelry assets
- Conducted gold appraisal for pawned items and assessed value based on company standards
- Performed weekly vault audits by reconciling jewelry inventory and cash balances to ensure accuracy
- Monitored cash flow and prepared daily and weekly financial reports
- Ensured strict compliance with company security, financial control, and risk management procedures
- Assisted clients with remittances, bills payment, loans, and other financial services
- Supported and trained new branch personnel when needed

Placement Officer/Division Supervisor of Alumni Office and Scholarship/Internship Supervisor – Lyceum of the Philippines University – Laguna (August 2022 – February 2025)

- Supervised internship deployment and coordinated with industry partners to ensure timely student placements
- Managed alumni relations, engagement activities, and employability tracking through organized data and reporting systems
- Organized and executed career talks, job fairs, and industry partnership events, handling logistics, coordination, and documentation
- Communicated with deans, program chairs, and external partners for internships, partnerships, and institutional collaborations
- Prepared reports, MOAs, official correspondence, and maintained organized documentation for internal and external use
- Conducted impact assessments and contributed insights for curriculum development with partner industries
- Oversaw scholarship coordination, ensuring compliance with requirements and proper documentation tracking
- Conducted initial interviews and screenings for internship placements and assisted in candidate evaluation
- Managed scheduling, follow-ups, and coordination of meetings and activities across multiple stakeholders
- Created simple graphics for announcements and social media posts using Canva, and assisted in basic video content editing using CapCut

General, Technical, & Client Support Virtual Assistant – Alphoric Inc. (FAR-LLC) (October 2024 – April 2026)

- Configured and deployed Google Workspace and Microsoft 365 accounts for client organizations, ensuring proper setup of users, domains, and access permissions
 - Managed domain authentication and DNS configurations (SPF, DKIM, DMARC) using Cloudflare to ensure secure and optimized email deliverability
 - Set up, verified, and maintained cold email infrastructures using tools such as Visual Studio Code, Instantly and Smartlead
 - Managed browser environments, profiles, and IP configurations using GoLogin for system isolation and operational stability
 - Handled technical onboarding processes including domain setup, account provisioning, and system verification prior to client handoff
 - Transitioned to client-facing technical support, providing real-time assistance via Slack for domain, user, and system-related issues
 - Diagnosed and resolved technical issues such as OAuth token errors, email syncing problems, and account integration failures
 - Reconnected and restored affected accounts and systems using internal tools, and troubleshooting dashboards
 - Collaborated with internal teams to ensure timely resolution of technical concerns and system stability
 - Maintained accurate documentation of configurations, workflows, and client setups for operational consistency and tracking
 - Ensured all tasks were completed within SLA timelines with strong focus on accuracy, urgency, and client satisfaction
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SKILLS

- Administrative & Executive Support (email, calendar, coordination, documentation)
- Client Communication & Support (email, Slack, virtual meetings)
- Data Management, Reporting & File Organization
- Task & Workflow Management for multiple projects
- Stakeholder Coordination & Follow-ups
- Basic HR Support (initial interviews, candidate screening, coordination)
- Social Media Support & Content Assistance (Canva, CapCut)
- Domain Setup & Configuration (Google Workspace, Microsoft 365)
- DNS Management & Troubleshooting (Cloudflare, SPF/DKIM/DMARC)
- Cold Email Systems Setup & Management (Instantly, Smartlead)
- Browser Profile & Environment Management (GoLogin, Visual Studio Code, Toolbox)
- Payroll Processing & Financial Reporting
- Audit & Reconciliation of Financial Assets
- Strong Attention to Detail & Confidentiality

TOOLS & PLATFORMS

Email & Domain Systems

Google Workspace, Microsoft 365, Cloudflare, SPF/DKIM/DMARC configuration

Outreach & Automation Tools

Instantly, Smartlead

Browser & Profile Management

GoLogin, Visual Studio Code, Toolbox

Communication & Collaboration

Slack, Microsoft Teams, Zoom, Discord

Productivity & Documentation

Google Docs, Sheets, Drive, Calendar, Microsoft Word, Excel, PowerPoint

Project & Task Management

Asana, Trello, Notion, Google Sheets-based trackers

Design & Content Tools

Canva (basic graphics, social media posts, announcements)

CapCut (basic video editing for content and short-form videos)

SEMINARS/WORKSHOPS

SMALL AND MEDIUM ENTERPRISES

Lyceum of the Philippines University – Laguna
(December 05, 2013)

ENTREPRENEURSHIP EDUCATORS

ASSOCIATION OF THE PHILIPPINES, INC.
Angelico hall, Colegio de San Juan de Letran
(March 07, 2014)

COOPERATIVE SEMINAR

Lyceum of the Philippines University – Laguna
(August 5, 2016)

REGIONAL GOLD APPRAISING WORKSHOP

Cebuana Lhuillier Area 301 Office
(July 24, 2019)

CHARACTER REFERENCE

Wilson A. Vitug

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Marketing Director, Lyceum of the Philippines University – Laguna

John Matthew Bernabe

09352403150 | brnbsti@gmail.com

IT Helpdesk Engineer, Dominant – IT

A handwritten signature in black ink, appearing to be 'Male, Herald Yvve P.', written in a cursive style.

Male, Herald Yvve P.