

Contact

www.linkedin.com/in/ivy-jean-lumain-2397912b2 (LinkedIn)
[www.facebook.com/profile.php](https://www.facebook.com/profile.php?id=10000000000000000) (Personal)
x.com/MsRaketera (Personal)

Top Skills

Small Team Management
Building Leadership Teams
Writing

IVY JEAN LUMAIN

Virtual Assistant
Butuan, Caraga, Philippines

Summary

Greetings, this is your devoted Virtual assistant, Ivy. I'm here to manage your projects, organize your work, and support your company goals. I have a strong desire for efficiency. I'm dedicated to supporting your success and releasing up your time.

Why Choose Me:

Versatile Skill Set: As a skilled Virtual Assistant, I specialize in a range of administrative tasks, including email management, calendar scheduling, data entry, and customer support. I am adept at adapting to diverse business needs and ensuring seamless operations.

Tech-Savvy Professional: Leveraging the latest digital tools and communication platforms, I excel in remote collaboration, enabling efficient communication and project management regardless of geographical constraints.

Time Management Guru: My strong organizational skills and commitment to deadlines ensure that tasks are completed with precision and in a timely manner, allowing you to focus on what you do best – growing your business.

My Niche: Virtual and Administrative Assistance

Virtual Assistant: From managing your inbox to handling travel arrangements, I provide virtual support that frees up your time to concentrate on strategic initiatives. I am here to help you stay organized and on top of your game, no matter where you are.

Administrative Assistant: Need someone to handle day-to-day tasks with finesse? Look no further. I excel in organizing files, coordinating meetings, and managing office logistics, contributing to a smooth and well-functioning work environment.

Experience

Real State

Administrative Assistant

November 2023 - Present (1 year 2 months)

United States

Self-employed

Virtual Assistant

January 2023 - Present (2 years)

Transcription

Team Leader

January 2020 - Present (5 years)

China

As a Team Leader in transcription, you will oversee and manage a team of transcriptionists to ensure the efficient and accurate delivery of transcription services. Your role involves supervising team members, maintaining quality standards, and ensuring deadlines are met. You act as a bridge between the team and management, fostering a positive and productive work environment.

Key Responsibilities:

Team Management:

Lead and supervise a team of transcriptionists, providing guidance, training, and support.

Assign and manage workloads to ensure timely delivery of projects.

Monitor team performance and address any issues or challenges.

Quality Control:

Review and ensure the accuracy and consistency of transcriptions.

Implement and maintain quality standards to meet client expectations.

Provide feedback and coaching to team members for continuous improvement.

Communication:

Act as the primary point of contact between team members and management.

Communicate project requirements, updates, and deadlines clearly to the team.

Collaborate with clients or other departments to address concerns or clarify instructions.

Problem-Solving:

Address and resolve challenges, including technical or operational issues, within the team.

Implement solutions to improve efficiency and quality of transcription services.

Administrative Tasks:

Maintain accurate records of team performance and project completion.

Ensure compliance with company policies and data confidentiality agreements.

Manage payroll disbursement and maintain team schedules (if applicable).

YUEYUEN TECHNOLOGY

Administrative Team Lead

April 2020 - August 2022 (2 years 5 months)

China

Travellers Insurance & Surety Corporation

Administrative Assistant

September 2017 - November 2020 (3 years 3 months)

Butuan, Caraga, Philippines

Issue insurance bonds

Issue TPL insurance

Make reports for monthly sale

Make a report for daily issuance

Purpose/List product to be purchase

Do given other task as needed

Perform any administrative work as mandated

Department of Health (Philippines)

ADMINISTRATIVE ASSISTANT

June 2015 - December 2016 (1 year 7 months)

Butuan, Caraga, Philippines

Encode all CHT files per province and in DOH-RO XIII

File, keep maintain records

Store documents in proper location

Compile/consolidate all data

Responsible in multimedia presentations

Complete the DOH-RO XIII database

Submit all needed files to CHT Teams and to DOH-RO XIII

Maintain all Pc/laptop in Good Condition

Report all problems regarding PC Maintenance/parts needed

Perform other duties as directed

Demo/present in all Public and Private Hospital the Service Delivery Network and the Referral System

Education

ACLC College

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY · (June 2011 - March 2015)