


JANE YUGTAN

 *Project Manager & Executive Assistant
for Visionary Leaders*

Results-driven Project Manager with expertise in CRM systems, ClickUp, and managing clients, tasks, and projects. Experienced in streamlining operations, boosting leads, and maximizing profits.

EDUCATION

- Polytechnic University of the Philippines
*Bachelor of Arts, Major in
English Language, Linguistics,
and Literature*
2015-2020
GWA: 1.50 - Awarded as
President's Lister

CONTACT

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ACHIEVEMENT

- 2023
Promoted to handle operations and be part of the Leadership team as an Operations Manager and Project Manager for two different companies in a year

PROFESSIONAL EXPERIENCES



ServiceThrive | Project Manager | July 2024 - April 2025

These are my key responsibilities:

- **Lead project management** and oversee team relationships to ensure effective project fulfillment.
- **Delegate tasks** with focus on quality assurance and attention to detail.
- **Collaborate with designers, developers, and marketing teams** to deliver on-time projects.
- **Organize and coordinate marketing campaigns**, including SEO content and Google Ads.



The Social Brand LLC | Project Manager | Nov 2023 - Mar 2024

These are my key responsibilities:

- **Managed client tasks and deliverables** to align with operational goals
- **Developed detailed action plans** to improve productivity and quality
- **Resolved operational challenges** to maintain efficiency
- **Proposed system improvements** to enhance client outcomes

TOP SKILLS

Hard Skills

- Project Management
- CRM Management
- Strategic Planning
- Email Automation

Soft Skills

- Leadership
- Analytical Thinking
- Communication
- Decision Making

PROFESSIONAL EXPERIENCES



Investor Attraction Academy | Online Business Manager | June 2023 – April 2024

These are my key responsibilities:

- **Provided administrative support to the Founder and Customer Success Manager**
- **Responded to customer inquiries** using pre-established email frameworks
- **Managed and organized email inboxes**, as well as scheduling tasks
- **Designed presentations** using Google Slides
- **Set up automated email sequences**
- **Handled social media messages and conducted market research**



Threecolts Inc | Affiliate Growth Representative | Jan 2023 – Oct 2023

These are my key responsibilities:

- **Identified and sourced affiliate leads** for Threecolts software
- **Organized affiliate leads** within the CRM system
- **Conducted influencer and social media outreach** for affiliate growth
- **Maintained relationships with affiliates** and provided support as needed



**DiscoverMyBusiness, LLC | Virtual Manager / Operations Manager |
Nov 2021 – Jan 2023**

These are my key responsibilities:

- **Led talent acquisition efforts and onboarded new virtual assistants**
- **Managed and coordinated the team** while providing management support
- **Created SOPs to streamline processes** and assist clients effectively
- **Trained and monitored team members**, tracking their performance
- **Ensured customer satisfaction** through enhanced client experiences

REFERENCES:

Victory Harbin | CEO, Audaciously Agency

Phone: +1 865 274 0004 | Email: victory@audaciouslyagency.com

Yakov Smart | CEO, Investor Attraction Academy

Email: yakovs1000@gmail.com

Sean Elias | Lead Affiliates Strategist, 70K Affiliates

Phone: +1 770 313 5694 | Email: sean@70kaffiliates.com

● **Revenue Roll| Project-based Outreach Specialist |** **December 2022 – January 2023**

These are my key responsibilities:

- Launching weekly Email campaigns using tools such as Lemlist or Instantly.
- Ensure good deliverability, checking domain reputation and being proactive in fixing any issues.
- Record semi-personalised loom videos, by using an audio file to play over a prospects website to be used in outreach.
- Manage LinkedIn and Facebook outreach. LinkedIn automation tools to use will be Expandi or Dripify.
- Lead sourcing for specific criteria through lead tools such as Apollo and Seamless.
- Reporting and communication with the client in terms of campaign performance and insights.
- Responding to positive responses from outreach campaigns using a FAQ sheet.

● **0260 Labs | Project-Based Real Estate Virtual Assistant |** **November 2022 – December 2022**

These are my key responsibilities:

- Requiring 100 calls daily and following up through email and text. CRM (Follow Up Boss) and a Google Sheet for client information organization.
- Completing daily tasks and goals and updating the team on Slack Knowing the difference between seller, buyer, and business on property and turning on trigger notifications for listings

● **Evolve Acquisitions | Project-based Lead Generation B2B |** **October 2022 – November 2022**

These are my key responsibilities:

- Lead sourcing and lead generation, adding leads from the internet to a spreadsheet for outreach.
- Recording videos to send to these leads (using pre-recorded audio, provided by The Client) and sending these videos to the leads. Also, The Service Provider will be responsible for following up on these emails using templates and scripts provided. The service provider may be required to call leads to book appointments, too after provided training by The Client.
- Replying to emails and dealing with positive replies and engaged prospects in timely manner as per the effective outreach system training provided by The Client at the beginning of the working term.
- Schedule leads appointments in The Client's calendar and manage availability effectively and communicate to The Client regularly using prior agreed channels to ensure maximum appointments are booked every week.
- To always utilize and use VPN service and relevant IP address provided by The Client in order to deliver the services above as per agreed standards.

ADDITIONAL CSR PROFESSIONAL EXPERIENCE

● Chas' Pet Boarding Services | Project-Based Social Media Manager | February 2022 – July 2022

- I handled two different start-up businesses and brand (Pet Boarding Services)
- I handled their Facebook business page.
- I help Chas' Pet Boarding Services close 5–7 pet boarders in a span of a week after making a marketing strategy of posting it in different pet groups on Facebook

These are my key responsibilities:

- Data Analytics using Facebook Business Suite (Engagements through Instagram and Facebooks reactions, comments, and shares)
- Promoting and sharing through social media platforms (e.g. Facebook and Instagram)
- Handling Facebook Ads Creating creative photos using Canva
- Content Writing
- Proofreading
- Boosting Brand Content
- Facebook Page Management

● VXI Munoz | Customer Service Specialist | October 2018 – October 2021

Position: Technical Support

- Samsung Electronics Co., Ltd. is a South Korean multinational electronics corporation headquartered in Yeongtong-gu, Suwon, South Korea. It is the pinnacle of the Samsung chaebol, accounting for 70% of the group's revenue in 2012.
- I was a top agent during my first three months in the campaign with a 95% Customer Service Satisfaction survey.

These are my key responsibilities:

- Basic Troubleshooting steps Processing of lost or stolen device
- Blacklisting the device if lost or stolen Scheduled for Asurion/
- Insurance appointment for factory default
- Smart Tutor application assisting client's phones directly for advanced technical support
- Processing Trade In/ Trade Up

● Hope Human Resources | Human Resources | October 2015– October 2021

These are my key responsibilities:

- Web research
- Facebook Post Handling
- Facebook Page Management
- Scheduling and Appointments of Applicants
- Email Calendar Management
- SMS Management
- Team Meetings and Huddles
- Scouting of qualified applicants
- Over-the-phone and chat interview