



JANNA M. AQUINO

Virtual Assistant

PROFILE

Administrative Assistant with 11 years of cross-industry experience, dedicated to efficiency, reliability, and long-term growth. Strong background in file management, data entry, and systems navigation with attention to accuracy and efficiency.

CONTACT ME

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Unit 305 Flamingo Building Verawood Residences Acacia Estates Brgy San Miguel Taguig City, Philippines

ACHEVEMENTS

★ Lean Six Sigma Certification (White & Yellow) - MF Treinamentos June 30, 2025

14th Skill Enhancement Training on Human Relations February 25 - 26, 2011

➤ EDUCATION

TRINITY UNIVERSITY OF ASIA

Cum Laude, Bachelor of Science in Psychology
2009 - 2013

➤ LANGUAGE

Fluent in English and Filipino
Basic knowledgeable in Arabic, Spanish, Japanese, Korean, and German

➤ COMPUTER SKILLS

Proficient in Microsoft Office Suite (Word, Excel, PowerPoint) – skilled in data organization, document editing, and designing professional presentations
Experienced in Google Workspace Applications (Docs, Sheets, Slides, Drive, Gmail) for collaboration and productivity

➤ WORK EXPERIENCE

GO TEAM VIRTUAL ASSISTANTS INC. - CEBU CITY

ADMIN ASSISTANT (VIRTUAL ASSISTANT)
NOVEMBER 2023 - PRESENT

- Manage client-assigned tasks and projects, including editing workbook files (US Insurance clients)
- Create Benefits Guides using Microsoft Publisher and PowerPoint
- Translate English guidelines and Benefits Plans into Spanish
- Prepare Mid-Year Presentations for client meetings
- Analyze and develop renewal documents for company benefit carriers
- Handle additional administrative projects based on client requirements
- Conduct enrollment audits to ensure accuracy and compliance
- Systems Knowledge: Ease Portal, Employee Navigator, Paylocity, ADP Workforce, Zywave Brokerage Builder CMS, Epic, TriNet, ZoomInfo, Prospects-Outreach, Guardian, Kaiser Permanente, HeffNova, Notion, Zapier

WORK EXPERIENCE

**MED-METRIX INTERNATIONAL PH INC. -
PASIG CITY
HR COMPENSATION AND BENEFITS SUPERVISOR
SEPTEMBER 2022 - JULY 2023**

- Managed weekly and semi-monthly payroll, timekeeping, retro adjustments, and Final Pay reports, ensuring accuracy and compliance with Finance and Management requirements
- Coordinated with HR US, Tech Support, and Finance on terminations, tax matters, and payroll-related concerns
- Prepared Monthly Government Dues Reports, reconciled HMO Statements of Account (Intellicare; previously Medicaid), and processed employee benefits (Magna Carta, Maternity, Sickness)
- Handled employee documentation including Quit Claims, Certificates of Employment, and separated employee requirements
- Maintained and updated the Organization Chart and Employee Masterfile, while supporting Employee Relations cases (LWOP, AWOL, NCNS)

**ARMCO HEALTHCARE SERVICES INC. -
PASIG CITY
HR SPECIALIST - COMPENSATION AND
BENEFITS
JUNE 2020 - SEPTEMBER 2022**

- Managed the administration of payroll, compensation, benefits, and HR information systems (Empleyado/EZ Life), while maintaining accurate employee records and status updates.
- Coordinated with government agencies (SSS, PhilHealth, Pag-IBIG) to ensure compliance with mandatory benefits, monthly remittances, and employee loan processing.
- Liaised with HMO providers regarding inclusions, exclusions, and amendments, while also handling maternity, sickness, and reimbursement processes.
- Contributed to policy design, process improvements, and overall departmental efficiency, while performing additional HR-related tasks as needed.



WORK EXPERIENCE

GLEBE HOUSE MANILA - MAKATI CITY

LEAD TEACHER

APRIL 2019 - JUNE 2020

- Served as Co-Teacher/Lead Teacher, responsible for planning and delivering developmentally appropriate lessons, activities, and learning projects.
- Fostered a positive and nurturing environment by building strong relationships with children, parents, and colleagues.
- Actively engaged in professional development and reflective practice to continually enhance teaching effectiveness.

CENTRO PAMBATA INC. - QUEZON CITY

HEAD TEACHER

MAY 2018 - MARCH 2019

- Handled Nursery class in a regular classroom setting with SPED inclusion
- Prepared weekly lesson plans, arts and crafts activities, and learning materials
- Assisted the Head Teacher in Kindergarten 1 and Kindergarten 2 classes as needed
- Coordinated and prepared monthly activities and special events, and created narrative reports, checklists, report cards, and IEPs for SPED inclusion students

MUSTARD SEEDS CORP. - QUEZON CITY

HR SPECIALIST

NOVEMBER 2016 - MAY 2018

- Handled recruitment, selection, and applicant interviews through platforms such as Indeed, Jobstreet, and Facebook
- Managed payroll processes including timekeeping, data entry in Payroll Pro, bank coordination, and resolution of employee payroll concerns
- Coordinated with government agencies (SSS, PhilHealth, Pag-IBIG) for remittances, loans, and employee benefits, both via eGov and over-the-counter
- Maintained employee records and confidential documents (201 files), while liaising with HMO providers and assisting in APE programs



WORK EXPERIENCE

I-FASHION MARKETING CO. - PASIG CITY

HR RECORDS OFFICER

JUNE 2013 - OCTOBER 2016

- Maintained HR Information System records by encoding employee data, monitoring headcount reports, and updating files for new hires, separations, and confidential employees
- Processed employee clearances, separation pay coordination, and back pay scheduling, ensuring smooth offboarding procedures
- Managed employee verification requests, payroll-related updates (ATM setup, HRIS entries), and supported government/benefits processes
- Assisted in employee programs including annual vaccination initiatives and served as a Receptionist substitute when needed
- Served as **Recruitment Staff (2013-2015)**, handling manpower requests, sourcing, interviewing, job fairs, orientations, and processing 201 files



CHARACTER REFERENCES

- Jennifer Villar - SPED Teacher
09214324860 / chicherjen@gmail.com
- Olivia Andes - Customer Service Tier 2
09369142538 / oli.andes16@gmail.com