



# ARIANE ANTAZO

ExecutiveAssistant/HRandTalentAcquisition Specialist

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## ABOUT ME

With over 10 years of combined experience in Customer Service outsourcing, Accounting and Sales/Marketing assistance, I pride myself on being flexible, adapting to changing circumstances with resilience in dynamic environment. Very reliable, consistently delivering on promises and meeting deadlines, which helps build trust through accountability. I deeply commit to the goals and prioritize shared success in every partnership. My approach combines friendly professionalism, fostering positive relationships while maintaining a strong work ethic. Additionally, I have gained diverse knowledge in different support roles, allowing for versatile problem-solving and effective management and data organization.

I love spending my free time cooking, watching movies, and listening to music.

## WORK

APRIL 2025 -  
DECEMBER 2025

### TRISTATE FINANCIAL NETWORK

Virtual Assistant / Recruitment Officer / Appointment Setter

- Cold called newly licensed insurance agents to offer non-captive position with the company
- Onboard new agents and help them in contracting with different agencies
- Assisted in interviewing initially newly licensed agents
- Administrative tasks and lead Filipino VAs to prepare them in dialing

OCT 2024 -  
MARCH 2025

### ATHENA

Executive Assistant

- I am the executive assistant of the Chief talent officer of an HR consultancy firm in the US
- Refined skills in research, inbox management, travel coordination, and calendar organization
- Overhauled billing, tracking, and expense reports, transforming them into streamlined, user-friendly tools

APRIL 2024 -  
SEP 2024

### ZEPTO INTERNATIONAL

Virtual Assistant / Appointment Setter

- Developed comprehensive marketing strategies to enhance product visibility and recognition
- Leveraged Apollo to identify and engage new prospects, enhancing client acquisition and increasing sales potential
- Boosted sales by implementing daily cold calling and delivering compelling client sales pitches



FEB 2023 -  
MAR 2024

## SUTHERLAND GLOBAL SERVICES

### Subject Matter Expert (US's Biggest Telecommunication Company)

- Delivered coaching and training to agents, resulting in enhanced sales performance, with agents hitting 2% above their sales quota
- Led initiatives to boost performance and ensured the accuracy of sales data
- Supplied daily and monthly reports to clients to effectively increase data efficiency

MAY 2022 -  
FEB 2023

## R1RCM PHILIPPINES

### Team Lead (Healthcare Insurance)

- Managed a group of 15 individuals consistently exceeding resolution and quality metrics leading to high customer satisfaction
- Worked closely with fellow team leads to maintain a 0% invalid claims rate over six months by diligently reviewing and validating each insurance claim

OCT 2020 -  
APR 2022

## WORK GAP

- Reflected on my goals and passion to prepare for next career opportunity

JULY 2019 -  
SEP 2020

## SUTHERLAND GLOBAL SERVICES

### Communications Trainer (US's Biggest Telecommunication Company)

- Enhanced training quality by leading updates to modules based on client refresher information
- Reduced employee turnover by hiring qualified and dedicated candidates through comprehensive interviews
- Optimized workflow processes by gathering and analyzing feedback and identifying opportunities, leading to a more precise approach in handling calls

FEB 2008 -  
APRIL 2010

## SM SUPERMARKET (BIGGEST SHOPPING CENTER IN THE PHILIPPINES)

### Accounting Supervisor

- Created reporting guidelines as one of their first accountants to standardize process and ensure reporting efficiency
- Initiated reporting trackers to effectively manage deadlines and promote work accountability
- Guided people in using accounting tools such as SAP to smoothly transition new hires in accomplishing their tasks efficiently

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## EDUCATION

POLYTECHNIC UNIV OF THE PHIL  
Bachelor's Degree, Accountancy

## PROFICIENCY IN TOOLS

Google Sheets  
Google Docs  
Google Calendar  
Google Mail  
Microsoft Excel  
Microsoft Powerpoint

## TASK EXPERTISE

Bookkeeping Inbox  
Management Calendar  
Management Research Expert  
Appointment Setter

## INTERESTS

Cooking  
Reading  
Music  
Movies

