

# ROYCE VINCENT PESIAO

Davao City, Philippines | roycepesiao@gmail.com | +63 976 548 3881 | linkedin.com/in/roycepesiao21

## PROFESSIONAL SUMMARY

---

Administrative Support & Automation Specialist with a background in executive support and process coordination. Builds automated workflows using Zapier, Make, and n8n to reduce manual admin work and streamline communication. Combines hands-on administrative execution — scheduling, inbox management, documentation — with working knowledge of no-code automation, bridging traditional EA support and systems-driven operations.

## WORK EXPERIENCE

---

### Insurance Agent (Client Onboarding & CRM)

July 2025 – May 2026

*Manulife Philippines*

- Owned the full client communication cycle — outreach, follow-up scheduling, and appointment coordination — improving on-time follow-up response rate by an estimated 30% through more consistent scheduling and tracking
- Maintained organized, audit-ready client records and coordinated documentation for policy applications, renewals, and compliance requirements, functioning as a lightweight CRM system
- Handled multi-channel client communications (calls, messaging apps, in-person meetings), resolving concerns and managing expectations without escalation

### Digital Operations & Systems Coordinator

March 2026 – June 2026

*Thaddeas's Gluta Nails & Aesthetic Spa*

- Led a team of 6 through a 3-month client engagement, coordinating task delegation, and milestone tracking across multiple project phases
- Designed and implemented automated workflows to streamline ongoing client-facing communications, reducing manual coordination overhead
- Synthesized performance data from 3+ platforms into a unified reporting view to inform strategy and track engagement metrics
- Boosted engagement by 50% and expanded social media reach to 9,500+ combined followers, hitting all campaign targets early

## SKILLS & TECHNICAL PROFICIENCY

---

**Executive & Administrative Support:** Calendar & Inbox Management, Task & Deadline Tracking, Bookkeeping, Data Management, Project Coordination

**AI-Assisted Workflow Automation:** Zapier, Make, n8n — trigger-based workflow design, multi-app integration, basic error handling

**Productivity & Collaboration:** Google Workspace, Microsoft 365 (Word, Excel, PowerPoint), Notion, Trello, Asana, ClickUp

**Scheduling & Communication:** Google Calendar, Calendly, Zoom, Google Meet, Slack, Discord

**AI-Powered Support:** ChatGPT, Claude, Gemini, Copilot — workflow documentation, SOP creation, process design

## WORK ETHIC

---

- Self-directed and teachable — learns new systems quickly, takes feedback well, and actively seeks out ways to sharpen skills further
- Reliable under competing priorities — manages multiple client-facing responsibilities without missed deadlines or escalations
- Detail-oriented and documentation-driven — treats process documentation and handoff clarity as part of the deliverable
- Resourceful — identifies automation opportunities in manual processes and proposes practical, cost-effective fixes

## CERTIFICATIONS

---

- Career Essentials in Administrative Assistance — Microsoft & LinkedIn (July 2026)
- Executive Assistant — VPM Solutions (April 2026)
- QuickBooks Online Essential Training — LinkedIn Learning (August 2026)

## EDUCATION

---

### Bachelor of Business Administration

August 2024 – Present

*Lyceum of the Philippines University – Davao, Davao City, Philippines*