

MEKAELLA MAGBANUA

Executive Virtual Assistant | Executive Operations & Administrative Support

Philippines (UTC+8) | magbanuamekaellapro@gmail.com | linkedin.com/in/mekaella-magbanua
www.mekaellamagbanua.com | Available for remote roles in Australia, the UAE and internationally

SUMMARY

Executive Virtual Assistant and Operations Specialist with over five years supporting executives, coordinating distributed teams and building the systems that keep operations running. Experienced across recruitment operations, HR coordination, customer operations and administrative process design, working directly with CEOs, sales managers and hiring stakeholders across the UAE, Pakistan and the Philippines. Builds Excel trackers, KPI dashboards, SOPs and Microsoft 365 automations using SharePoint, Forms and Power Automate that reduce manual work and make status visible without anyone having to chase it. Seeking a remote Executive Assistant, Executive VA or Operations Coordinator role.

CORE SKILLS

Executive Support: Calendar and inbox coordination; meeting preparation, minutes and action tracking; follow-up management; document and file organisation; weekly executive reporting; stakeholder communication

Operations: Process design and documentation; SOP writing; task ownership and status tracking; cross-timezone coordination; quality control; vendor and stakeholder liaison

Systems and Automation: Microsoft 365; SharePoint; Power Automate; Microsoft Forms; Advanced Excel; KPI dashboards; tracker design and synchronisation; automated notifications and document generation

Recruitment and HR Operations: Interview scheduling and coordination; candidate pipeline tracking; onboarding coordination; compliance documentation; ATS administration; LinkedIn Recruiter; screening standards

Tools: Outlook; Microsoft Teams; OneDrive; Word; PowerPoint; Google Workspace; ClickUp; Asana; Clockify; CRM and database administration

PROFESSIONAL EXPERIENCE

Recruitment Operations Lead

May 2026 - September 2026

RHK Properties LLC | Remote (Dubai-based)

- Partnered directly with executive leadership, sales managers and hiring stakeholders to align priorities, targets and selection criteria across teams in the UAE, Pakistan and the Philippines.
- Designed and built a task management system in SharePoint and Power Automate with named owners, timestamped stage changes and automatic notification at every handover, removing the need to chase status updates.
- Created a weekly KPI scorecard and management reporting pack with written performance standards, replacing activity counts with a measure of qualified output.
- Automated candidate intake and tracking using Microsoft Forms, SharePoint and Power Automate so information was captured once and read by every downstream stage rather than re-entered.
- Wrote SOPs, screening standards, interview documentation and onboarding templates so processes could be handed to a new team member with a document rather than weeks of shadowing.
- Coordinated scheduling, follow-ups and stakeholder communication across three time zones, working independently and reporting in writing.

Recruitment Coordinator

January 2026 - September 2026

My Delivery Services LLC | Remote (Dubai-based)

- Coordinated end-to-end hiring administration including job posting, interview scheduling, offer coordination, onboarding and weekly reporting.
- Maintained applicant records, compliance documentation and recruitment trackers, keeping candidate status accurate and current across every hiring stage.
- Liaised with hiring managers and external partners to keep manpower fulfilment on schedule and surface blockers early.
- Tracked pipeline status, interview volume, candidate drop-offs and time-to-fill movement, and reported progress to stakeholders weekly.

Content Moderator

September 2023 - October 2025

TaskUs | Philippines

- Applied strict policy, quality and confidentiality standards in a high-volume digital operations environment, handling sensitive material with discretion.
- Worked to defined escalation paths and documentation standards, maintaining accuracy and consistency under sustained volume and time pressure.
- Collaborated with cross-functional teams to improve workflow accuracy, escalation handling and documentation consistency.

Customer Service Representative

August 2022 - August 2023

TeleTech Philippines

- Handled high-volume customer contact while maintaining first-contact resolution, quality compliance and service consistency.
- Developed the written communication, problem-solving and documentation habits that underpin executive and operations support work.

Project Officer, HR & Recruitment

March 2021 - July 2022

Landbase Human Resources Co. | Philippines

- Managed recruitment and deployment coordination end to end, including job order validation, sourcing, screening, interview coordination and documentation compliance.
- Coordinated with government agencies, international employers and internal teams to meet POEA and labour compliance requirements.
- Organised onboarding and pre-departure orientation programmes for 15 or more batches of overseas workers, improving documentation completion and deployment readiness.
- Maintained candidate and employee records and produced recruitment progress reports to support workforce planning.

SELECTED SYSTEMS BUILT

Built inside existing Microsoft 365 licences. No new software or licence cost. Client details anonymised.

- Recruitment automation system - Microsoft Forms, SharePoint, Power Automate. A single intake point feeding one master record, with automatic notification on every stage change and nothing re-typed downstream.
- Executive and operations task system - SharePoint, Power Automate. Named owners, timestamped stage changes, an explicit return path, and a notification at every handover.
- KPI and management dashboard - Excel, documentation. A weekly weighted scorecard with written standards for what below target, meets expectation and exceeds look like in each category.
- Document and offer generator - Microsoft Forms, Word templates, Power Automate. Employment documents generated from the employee record, routed for review and signature, then filed automatically to a set naming convention.

Full case studies: www.mekaellamagbanua.com

EDUCATION

Bachelor of Arts, Applied Psychology

University of the Philippines