

# ARLIE T. TOLENTINO

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## Summary

Administrative and virtual assistant professional with experience supporting leadership, coordinating day-to-day operations, managing stakeholder communication, tracking follow-ups, preparing reports, and keeping multiple priorities organized. Experienced in CRM management, project coordination, process improvement, research, documentation, and digital marketing support. Comfortable working independently, identifying priorities that need attention, and coordinating with internal and external stakeholders to keep work moving.

## Skills

- Executive & Administrative Support
- Calendar Management & Scheduling
- Email Management & Follow-Up
- Meeting & Stakeholder Coordination
- Project Coordination & Deadline Tracking
- Documentation & Reporting
- Research & Information Gathering
- Digital Marketing Support
- Workflow Automation
- Technical Support & Troubleshooting
- CRM & Database Management
- Stakeholder Communication
- Process & Workflow Improvement
- Data Analysis & Reporting
- GoHighLevel CRM Management

## Work Experience

### Virtual Assistant - Freelance

01/2022 - 05/2026

- Coordinated day-to-day administrative and digital project activities while managing client communication, follow-ups, records, and multiple ongoing priorities.
- Managed GoHighLevel contacts, calendars, forms, CRM records, and workflows to keep client information, scheduling, and follow-up activities organized.
- Tracked client inquiries and follow-ups from initial contact through booking, helping ensure outstanding actions were addressed and communication remained on schedule.
- Built and maintained automated workflows that reduced repetitive administrative tasks and improved the consistency of client follow-ups.
- Supported website updates, responsive layouts, technical troubleshooting, and system integrations.
- Supported digital marketing projects including landing pages, lead-generation funnels, website content, graphics, and other client-facing marketing assets.
- Identified gaps in administrative and communication workflows and implemented practical improvements to make recurring processes more organized and efficient.
- Supported website updates, system integrations, responsive layouts, and technical troubleshooting when operational issues arose.

### **Administrative Aide VI, Department of Agriculture - Central Office**

09/2020 - 01/2022

- Provided direct administrative support to the GSD Chief, helping coordinate day-to-day priorities, documentation, requests, and communication with internal and external stakeholders.
- Coordinated requests and follow-ups across departments to keep administrative matters moving and reduce unnecessary delays.
- Organized documentation and records to improve access to information and support more efficient processing of administrative requests.
- Communicated with internal departments and external stakeholders regarding ongoing requests, requirements, and follow-up actions.
- Supported the Chief with administrative coordination and information needed for day-to-day departmental operations.

### **Administrative Assistant I, Department of Agriculture - Central Office**

03/2019 - 03/2020

- Prepared reports and supporting information for presentations, internal discussions, and management review.
- Consolidated and analyzed nationwide market data to support reporting and management decision-making.
- Managed public complaints and inquiries from markets nationwide, documented concerns, coordinated with relevant parties, and followed up on issues requiring action.
- Gathered and organized information from multiple sources to ensure reports were accurate and ready for internal use.

### **Administrative Aide VI, Department of Agriculture Regional Office - IV-A**

07/2017 - 07/2018

- Maintained the regional office website and ensured published information remained current and accurate.
- Processed and analyzed operational data used for internal reports and decision-making.
- Provided technical support and resolved routine system and network issues for office users.

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## ***Educational Background***

### **Bachelor of Science, Information Technology System Technology Institute (STI)**

01/2017

- Thesis: Online Web-Based Reservation System for Quim's Catering Business
- Developed using HTML, JavaScript, JSP, PHP, and MySQL

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## ***Trainings & Certifications***

- Personnel and Human Resource Management Information System (PHRMIS) Database Management Technical Training, 2018
- User Orientation Training on PHRMIS, 2018