



Elayza Berth Cataluña

HR | EXECUTIVE ASSISTANT | COMMUNITY MANAGER

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SUMMARY

I am a detail-oriented and results-driven professional with a strong background in C-level executive assistance, HR processes, and Client relations. I am skilled in managing complex schedules, streamlining operations, and fostering effective communication to achieve goals. I am committed to driving success by increasing efficiency by 20%, boosting executive productivity by 15%, and reducing operational costs through strategic support.

KEY COMPETENCIES

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|---|--------------------------------------|-----------------------------|
| Project Management | Copy writing and Presentation Making | Strong Interpersonal skills |
| Data Management & Reporting | Critical Thinking skills | Proactive and Strategic |
| CRM Software Proficiency (Salesforce, HubSpot, Microsoft Dynamics) | Excellent Communication skills | Adaptability & Flexibility |
| | HR & Office Administration | Calendar Management |
| | Research Skills | Client Engagement |

PROFESSIONAL EXPERIENCES

ClientPoint (SaaS - Business Company) **Sept 2024 - Present**
Client Success Administrator / Global HR Generalist / Executive Assistant

I work closely with executives, including multiple directors, to streamline client communications, billing processes, and onboarding efforts, achieving up to 90% efficiency in administrative support. I manage key tasks such as creating presentation materials, maintaining job postings, authoring knowledge base articles, and utilizing CRM tools like Salesforce to organize client data and improve accessibility. My role focuses on enhancing client relations, executives and supporting recruitment, ensuring seamless operations across departments.

The Aquaculture Group (United Nations Project Partner - UNDP) **June 2024 - May 2025**
Community Manager

I fostered strong relationships within the coastal village, promoting sustainable aquaculture practices and community development. I coordinated activities, provided support to local farmers, and facilitated training programs to improve aquaculture techniques and livelihoods. Additionally, I managed community resources and served as a liaison between stakeholders to ensure the success of aquaculture initiatives.

Clinica Dentista **February - June 2024**
Clinic Admin/Dental Assistant (Part Time)

I ensured patient comfort and preparedness by creating a calm and supportive environment while addressing concerns before treatment. I provided procedural support to the dentist, maintained a sterile and organized workspace, and managed instrument sterilization to uphold safety and clinic standards. Additionally, I supported administrative tasks such as appointment management and patient record updates, ensuring a seamless experience for both patients and staff.

Armed Forces of the Philippines - Mental Health Resilience Center **Nov 2023 - Dec 2023**
Neuro Psych Intern (Psychological Assessment & Crisis Response)

I provided psychological support through assessment, testing, and first aid interventions, ensuring mental resilience among personnel and patients. Administered and interpreted psychological assessments to aid in diagnostic and therapeutic processes. Delivered Psychological First Aid (PFA) to individuals in distress, fostering emotional stability and crisis management. Maintained detailed patient records, collaborated with multidisciplinary teams, and upheld confidentiality and ethical standards in all interactions.

PROFESSIONAL EXPERIENCES

Liceo de Cagayan University

Oct 2023 - Dec 2023

Student Instructor (College of Arts and Sciences)

I supported classroom instruction by assisting with lectures, facilitating discussions, and preparing engaging teaching materials tailored to diverse learning needs. I managed student assessments by reviewing assignments, administering quizzes, and providing constructive feedback to promote academic growth. Additionally, I handled administrative tasks, including record-keeping and course material organization, ensuring smooth academic operations and accurate documentation.

Journey Homes Rehabilitation Center

Sept 2023 - Oct 2023

Clinical Psychology Intern (Narcotics and Alcoholics Rehabilitation)

I supplied psychological support and rehabilitation assistance for individuals recovering from substance use disorders. Conducted clinical assessments to evaluate patient needs, contributing to personalized treatment plans. Facilitated individual and group therapy sessions, promoting emotional resilience and behavioral change. Assisted in crisis intervention and relapse prevention strategies, ensuring a structured recovery process.

Teleperformance BPO

Aug 2023 - Sept 2023

Human Resources Intern

I facilitated recruitment and onboarding processes by screening resumes, scheduling interviews, and ensuring smooth transitions for new hires. I managed employee records, organized training sessions, and supported engagement activities to promote development and workplace morale. Additionally, I handled HR administrative tasks, such as preparing reports, drafting documents, and ensuring compliance with company policies.

Cambly Inc.

Aug 2020 - April 2021

Academic/English Tutor (Part Time)

I provided personalized English lessons to adults and academic tutoring to children, tailoring lesson plans to meet individual learning goals and foster improvement. I monitored student progress, offering constructive feedback and progress reports to guide their development. By creating a positive and supportive learning environment, I helped build student confidence and motivation to achieve their academic and language objectives.

Teleperformance BPO

June 2020 - Dec 2020

Customer Service Representative

I handled customer inquiries and issue resolution through multiple communication channels, ensuring a seamless and satisfactory experience. Assisted in troubleshooting and problem-solving, providing tailored solutions to customer concerns. Maintained accurate records of interactions, processed requests efficiently, and adhered to company service standards. I demonstrated strong communication and adaptability in a fast-paced environment.

Xavier University - Ateneo de Cagayan

April 2019 - June 2019

Computer Software and Hardware Tech Intern

I provided technical support to students and faculty, resolving hardware, software, and network issues while ensuring a positive user experience. I managed system installations, hardware maintenance, and inventory tracking, gaining hands-on experience in troubleshooting, configuration, and asset management. Additionally, I maintained detailed documentation of technical activities and upgrades, reinforcing my organizational skills and commitment to efficient operations.

EDUCATION & RELEVANT CERTIFICATIONS

Bachelor of Science in Psychology

Liceo de Cagayan University

Technical Vocational School

Computer System and Consumer Electronic Servicing
Xavier University - Ateneo de Cagayan University

Certified Virtual Assistant

Pro5.ai Assesment

O.A.R.S (Open - ended questions, Affirming, Reflective Listening, Summarizing) Counselling Seminar)