Mekaella Magbanua

Executive Assistant · Operations Specialist

Philippines (UTC+8) · Australian (AEST/AEDT) or Gulf (GST) business hours · Available to start immediately
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SUMMARY

Executive Assistant and Operations Specialist with 5+ years across executive support, operations, recruitment and HR coordination, including 4 years as a part-time remote EA for a New Zealand client. I keep a leader's week moving: calendar, inbox, meeting prep, follow-ups and clear written updates. When work keeps repeating, I build a simple Microsoft 365 system so it runs without chasing. I have supported CEOs and teams for international clients.

WHAT I TAKE OFF YOUR PLATE

Founder & Executive Support
Calendar and inbox management · meeting prep · action tracking and follow-through · written updates · travel and expenses

Recruitment Operations
Pipeline and candidate coordination · interview and stakeholder follow-up · recruitment reporting and documentation

Systems & Workflow
Microsoft 365 workflow automation · SOPs, trackers and reporting · clear ownership, status and handoffs

EXPERIENCE

Executive Assistant (Part-time) · Confidential Client — Aug 2022 – Sep 2026
New Zealand client · Remote from the Philippines · Under NDA

Part-time remote support for a New Zealand engineer leading a rail project in the Philippines, alongside my full-time roles.

- Managed the client's calendar and protected focus time, so each week matched their top priorities.
- Triaged the inbox, drafted replies on their behalf, and made sure no urgent item was missed.
- Prepared the client for meetings with agendas, background notes and short summaries.
- Captured action items in meetings and followed up with each owner until the work was done.
- Chased team leads on late deliverables and kept the client updated, so projects kept moving without them stepping in.
- Booked travel, kept expense records up to date, and tracked software subscriptions and renewals.
- Handled confidential business, financial and personal information under NDA.

Recruitment Operations Lead · RHK Properties — May – Sep 2026
Recruitment Coordinator · My Delivery Services — Jan – Sep 2026
Dubai, UAE · Remote from the Philippines

RHK Properties and My Delivery Services are sister companies. I joined My Delivery Services as Recruitment Coordinator in January 2026 and, from May 2026, also led recruitment operations at RHK Properties.

- Supported the CEO and the Sales Manager on hiring: scheduled interviews, sent reminders, handled reschedules and chased feedback, so decisions did not stall.
- Reported hiring progress to leadership in writing each week, showing what moved, what was stuck and what needed their decision.
- Coordinated up to 7 open roles at a time and about 50 candidates a month across international teams, from first contact to onboarding.
- Built a recruitment system in Microsoft Forms, SharePoint, Power Automate and Excel, so candidate details are typed once, not three times, and the weekly report reads from live records.
- Built a team request tracker in SharePoint Lists and Power Automate. Finding where a request stands now takes under 5 minutes, not 1–2 days.
- Built an employee document generator that fills offer and lifecycle letters from one employee record, with two human checks. Tracked errors across onboarding, operations and offboarding went from 40% to zero.
- Built the employee database with alerts before staff documents expire, so renewals are handled on time.
- Designed a weekly KPI scorecard with written quality standards, so each weekly review ends with one blocker and one coaching focus.
- Wrote SOPs and process documents, so work can be handed over without weeks of explanation.

Content Moderator · TaskUs — Sep 2023 – Oct 2025
Philippines · On-site

- Top performer on a six-person team that reviewed 50,000+ pieces of ad content a day for a leading global social media platform.
- Applied strict client rules and SOPs with consistent accuracy, and handled confidential material under NDA.

Customer Service Representative · TTEC — Aug 2022 – Aug 2023
Philippines · On-site

- Handled about 1,200 customer enquiries a month on billing, account and technical issues, solving most on the first contact.
- Kept accurate case notes and handled sensitive customer information under strict privacy rules.

Project Management Officer · Landbase Human Resources Co. — Mar 2021 – Jul 2022
Philippines · On-site

- Planned and ran 15+ orientation sessions for overseas Filipino workers: schedules, requirements, documents and stakeholders.
- Tracked candidate documents, deadlines and follow-ups, so deployments stayed on schedule.

TOOLS

Microsoft 365 (Outlook, Teams, SharePoint, OneDrive, Excel, Word, Forms, Power Automate) · Google Sheets · ClickUp · Asana · DocuSign · LinkedIn Recruiter · ATS platforms

EDUCATION

Studied Applied Psychology, University of the Philippines