GABRIEL LOUIS DUNGCA

Executive Assistant | Operations & Systems Support

glcdungca@gmail.com | gabrieldungca.com | linkedin.com/in/gabbylouisdungca
Teresa, Rizal, Philippines (GMT+8) | Remote, flexible to your time zone

PROFESSIONAL SUMMARY

Executive Assistant and operations professional with 3+ years of remote experience supporting CEOs, directors and cross-functional teams. Manages calendars, inboxes, meetings, notes and reporting for leadership, and builds the systems behind the work: workflow automation in Microsoft 365, SOPs, training courses, how-to guides and dashboards. Organised, proactive and dependable. Available full-time, part-time or project-based, across time zones.

CORE SKILLS

Executive Support, Calendar and Inbox Management, Meeting Coordination and Minutes, Executive Reporting and Presentations, Project Coordination, Cross-functional Collaboration, Process Improvement, SOP Development, Workflow Automation, Training and Onboarding, Documentation and How-to Guides, Dashboards and KPI Tracking, CRM Management, Customer Experience

PROFESSIONAL EXPERIENCE

Operations and Systems Specialist
`Jul 2026 – Present`

Co-Create Australia | Remote | Project-based

- Designed and built two interactive training courses, Onboarding Essentials and Microsoft 365 Copilot Essentials, for company-wide rollout through the internal employee portal.
- Developed AI enablement content, including illustrated walkthroughs and knowledge-check quizzes, to help teams adopt Microsoft 365 Copilot in their daily work.
- Created how-to guides for the company's platforms so staff can learn and navigate tools without hands-on help.
- Streamlined operational workflows and documentation using Microsoft 365 to support process consistency and leadership priorities.

Customer Experience Specialist
`Jan 2026 – Jun 2026`

Netovation Ltd. (iGaming) | Remote

- Designed KPI-based performance tracking covering chat quality, average handling time, communication effectiveness and productivity, giving leadership measurable operational insight.
- Developed and implemented standard operating procedures (SOPs) that standardised customer support workflows and improved response consistency.
- Established a structured escalation framework between Customer Support and VIP teams, improving accountability and timely resolution of high-priority concerns.
- Worked with leadership to identify workflow gaps and implement scalable process improvements.

Project Administrator / Executive Assistant
`Mar 2025 – Dec 2025`

Co-Create Australia | Remote

- Partnered with executive leadership to coordinate business operations and cross-functional initiatives across HR, Accounting, Marketing and Construction teams.
- Managed executive calendars, inboxes, meetings, minutes, reports and follow-up actions, keeping leadership priorities organised and on schedule.
- Prepared presentations, reports and dashboards for directors and the CEO, making information clear and easy to act on.
- Coordinated cross-functional projects, monitored deliverables and followed up with internal teams to ensure timely execution.
- Maintained project documentation and improved internal workflows, increasing visibility and collaboration across teams.

Technical Support Specialist
Nov 2024 – Feb 2025

Smartsheet | Remote

- Delivered enterprise-level technical support, resolving complex automation, workflow, dashboard and integration issues for business customers.
- Collaborated with internal teams to develop troubleshooting resources and improve knowledge management.
- Maintained accurate Salesforce documentation while providing customer service and technical guidance.

Sales Trainer
Oct 2023 – Aug 2024

Concentrix | HP (Hewlett-Packard) US and Canada

- Facilitated onboarding and training programs for new hires across voice and chat support operations.
- Collaborated with Operations and Quality teams to identify performance gaps and deliver targeted coaching.
- Mentored newly endorsed employees through coaching and performance feedback.

Payment Resolution Specialist
Mar 2023 – Aug 2023

IntouchCX

- Investigated and resolved complex payment discrepancies with customers, vendors and internal departments to ensure accurate account reconciliation.
- Maintained detailed CRM documentation supporting compliance, transparency and audit readiness.
- Contributed to process improvement initiatives that improved operational accuracy.

Customer Service Representative
Nov 2022 – Feb 2023

Teleperformance

- Assisted healthcare members with insurance benefits, claims, eligibility and provider inquiries while maintaining strict HIPAA compliance.
- Delivered accurate documentation and problem resolution in a high-volume environment.

PROJECTS

Arch, personal operations platform
2026

Personal project | gabrieldungca.com/work/arch

- Planned and designed a private web and mobile platform that runs freelance operations end to end: pipeline, tasks, time tracking, invoicing and weekly client reports.
- In daily use since October 2026, with automatic invoice and report drafts, reminders and nightly encrypted backups.

TOOLS

AI and automation: Microsoft Copilot, Power Automate, n8n, ChatGPT, Claude, Gemini, Perplexity
Microsoft 365: Outlook, Teams, SharePoint, Planner, Forms, Lists, Word, Excel, PowerPoint
Project and time: Asana, Monday.com, Smartsheet, Jira, Clockify, Calendly
CRM and communication: Salesforce, Zoho Suite, Slack, Zoom, Google Workspace
Design and web: Canva, WordPress, Shopify, GitHub, Cloudflare

EDUCATION

Bachelor of Science in Business Administration, Major in Marketing Management
2021

Tomas Claudio Colleges of Law