

# JOHN KYLE CUADRA

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## OBJECTIVE

Detail-oriented Administrative Assistant / Virtual Assistant with 3+ years of experience supporting executives, managing operations, and streamlining communication. Skilled in Google Workspace, HubSpot, Slack, SignWell, Canva, and data management. Background in sales support, lead research, and client coordination, with a proven ability to boost efficiency and ensure smooth workflows in both on-site and remote settings.

## TECHNICAL SKILLS

- **Administrative Support:** Scheduling, email management, client communication, travel coordination, reporting
- **CRM & Productivity:** HubSpot, Google Workspace, Slack, SignWell, Zoom, Microsoft Office
- **Data & Research:** Lead generation, database management, data entry, bookkeeping, Google Sheets
- **Creative Support:** Canva, branding, social media materials, presentations

## PROFESSIONAL EXPERIENCE

- Sales Support (Remote) | Redflag AI – Berkeley, CA

Dec 2024 – Feb 2025

  - Qualified leads with Influencity and managed segmented data in HubSpot.
  - Customized email sequences for targeted outreach and follow-ups.
  - Supported sales campaigns, contributing to a 100%+ boost in conversions.
- QA Support (Remote) | Redflag AI – Berkeley, CA

Nov 2023 – Aug 2024

  - Maintained structured datasets across Google Sheets, supporting machine learning projects.
  - Documented software issues in Jira, enhancing task coordination across teams.
  - Performed manual and automated data collection (300–500 records daily), ensuring high accuracy.
- Administrative Assistant | StrongHold Digital Solutions – Remote

Feb 2022 – Jun 2023

  - Managed calendars, scheduled meetings, and coordinated travel for council members.
  - Oversaw official correspondence using digital tools (SignWell, Gmail), improving document turnaround time.
  - Introduced Slack integration, boosting team collaboration efficiency.
  - Trained staff on Google Workspace and Canva, streamlining document creation and file sharing.
- Lead Researcher (Remote) | Aelite Business Consultancy

Feb 2024 – Aug 2024

  - Researched and organized 300+ leads into spreadsheets, improving campaign accuracy by 30%.
  - Delivered clear data insights to managers, accelerating project analysis and execution.
- Financial Account Representative | Ubiquity Global Services PH

Aug 2022 – Feb 2023

  - Handled 50+ daily account transaction concerns with accuracy and confidentiality.
  - Resolved customer issues, improving transaction completion rate by 20%.

## EDUCATION

- Bachelor of Science in Information Technology

2021-2025

  - University of Science and Technology of Southern Philippines | Expected 2025

### Relevant Coursework:

Purposive Communication, Accounting Principles, Ethics, Science Technology & Society, Rizal’s Life & Works, General VA Skills, Data Entry, Bookkeeping

## CERTIFICATIONS

- Admin/Support: HIPAA Security Awareness, Basic Customer Service, General VA Skills, Data Entry, Bookkeeping
- Tools: Google Workspace, HubSpot CRM, Ops Tool Training, AI Toolkit for Virtual Assistants
- Creative: Basic Graphic Design, Basic Digital Marketing, Content Writing