

ROCHELLE BIANCA OLORVIDA

Executive Assistant | Virtual Assistant | Operations Support

Bulacan, Philippines | 09810450435 | rochellebiancaolorvida0918@gmail.com

PROFESSIONAL SUMMARY

Virtual Assistant with 3+ years supporting executives and remote teams. Experienced in calendar and inbox management, client communication, spreadsheet tracking, invoicing/contracts, and HR/payroll support. HIPAA-compliant handling of confidential information.

CORE SKILLS

- Calendar management, scheduling coordination, and meeting logistics
- Inbox management, email drafting, and follow-up tracking
- Client communication, customer service, and issue resolution
- Google Sheets / Excel trackers, reporting, and data entry
- Invoicing, billing support, payment/credit tracking, and deadlines
- HR support: hiring coordination, onboarding, timesheets, payroll prep
- Task/project management and documentation (ClickUp)
- HIPAA-compliant handling of sensitive information (PHI)

TOOLS

Google Workspace (Gmail, Calendar, Docs, Sheets, Drive); Microsoft Office (Excel, Word, Outlook); ClickUp; GoHighLevel; Buildertrend; Salesforce; Asana; Notion.

PROFESSIONAL EXPERIENCE

Executive Assistant | Airline Consolidator Company, Miami, FL (Remote)

July 2023 - January 2026

- Coordinated group airfare quotes and bookings; maintained manifests and traveler details.
- Prepared invoices and contracts; tracked payments, credits, and key deadlines.
- Managed client communication and follow-ups to keep bookings on schedule.
- Supported HR/payroll administration: hiring coordination, onboarding, timesheets, payroll prep.

Executive Assistant | USMLE Coaching Company

April 2022 - February 2024

- Managed executive calendars and scheduling for appointments, meetings, and events.
- Supported students as a tutor/student concierge; handled inquiries and coordination.
- Assisted marketing support including Instagram DMs and short-form content.
- Completed accurate data entry and maintained organized records.

Customer Service Representative | Concentrix (NY Healthcare Insurance Company)

October 2021 - January 2023

- Supported patients and providers with claims, authorizations, and eligibility inquiries.
- Documented interactions and maintained accurate records while adhering to HIPAA requirements.
- Resolved complaints professionally and escalated issues when needed.

EDUCATION

Bachelor of Elementary Education, Bulacan State University

2021 | Languages: English; Filipino