

JOE DON V. ALTAMARINO

Virtual Assistant | Executive Assistant | Six Sigma Greenbelt | Operations & Client Support Specialist

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PROFESSIONAL SUMMARY

Highly organized Virtual Assistant with 12+ years of experience supporting executives and business operations in remote environments. Skilled in client inbox management, executive reporting, calendar coordination, CRM administration, meeting coordination, document management, and operational support. Six Sigma Greenbelt with a proven ability to improve workflows, maintain confidentiality, and deliver proactive executive support.

CORE COMPETENCIES

Executive & Administrative Support	Client & Operations Coordination
Reporting & Business Analytics	CRM & Productivity Tools
Process Improvement & Leadership	

PROFESSIONAL EXPERIENCE

Operations Manager | Qualfon Philippines Inc. | May 2025 – Jul 2026

- Directed day-to-day business operations and supported executive decision-making.
- Prepared executive KPI dashboards and operational reports.
- Coordinated leadership meetings and cross-functional initiatives.
- Improved workflows through continuous process optimization.

Operations Shift Manager | Qualfon Philippines Inc. | Aug 2020 – May 2025

- Managed daily operations, staffing, compliance, and executive reporting.
- Supported senior leaders with planning and business reviews.

Quality Assurance Coordinator | Qualfon Philippines Inc. | Sep 2019 – Aug 2020

- Produced executive-ready audit reports and identified process improvements.

Virtual Data & Reports Analyst | Watershed Negotiations | Sep 2023 – Jul 2026

- Managed multiple client inboxes, ensuring timely responses and professional communication.
- Maintained Zoho CRM records and tracked client interactions.
- Prepared executive dashboards and analytical reports.
- Coordinated client requests, documentation, and follow-ups.
- Handled confidential client information with discretion.

Social Media Manager | ASTZ Group | Oct 2023 – Dec 2024

- Managed content calendars, audience engagement, and reporting.

EDUCATION

BS Business Administration, Major in Quality Management – Cebu Institute of Technology (2020–2021)