

KRISGI GALECIA

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PROFESSIONAL SUMMARY

Executive and Administrative Assistant with 6 years of remote experience supporting founders, executives, and organizations in nonprofit, startup, and e-commerce settings. Manages 100+ emails weekly, coordinates 5+ concurrent projects, and builds SOPs and automated workflows (Jotform, Google Apps Script) that cut manual admin work. Also experienced in chat and email customer support (Shopify, Etsy, Re:Amaze, Gmail) and in community and social media engagement across Facebook, Instagram, TikTok, LinkedIn, YouTube, and Discord.

KEY SKILLS

Executive Support | Inbox & Email Management | Calendar Management | Meeting Coordination | Project Coordination | Operations Coordination | Contract Administration | Hiring & Onboarding | Team Coordination | Workflow Development | Process Improvement | Event Coordination

PROFESSIONAL EXPERIENCE

Senior Executive Assistant & Operations Lead

Cinematography for Actors Institute | Remote | April 2024 – August 2026

- Managed inboxes, calendars, and priorities for 2 executives, handling 100+ emails weekly and keeping leadership focused on high-value work.
- Developed SOPs, workflows, and templates for recurring operations, standardizing processes and shortening onboarding for new team members.
- Automated repetitive tasks with Jotform and Google Apps Script, saving hours per month and improving data consistency.
- Prepared and tracked contracts and agreements with sponsors, contractors, and partners, following up to ensure timely execution.
- Coordinated 5+ projects with project directors, aligning teams, vendors, and external partners on timelines and deliverables.
- Led hiring for open roles: screened 30+ applications, conducted interviews, managed candidate communication, and trained new hires.
- Planned logistics for 10+ organizational events each year and moderated Zoom workshops reaching 1,000+ attendees annually.
- Managed Shopify subscriptions for people who subscribed to the organization.
- Handled workshop inquiries via Gmail, responding to prospective participants.
- Processed necessary refunds through Stripe.
- Administered Google Workspace (user accounts, access, troubleshooting), the Squarespace website, and GoDaddy domains.
- Managed organizational purchases and billing on a company card and entered receipts into QuickBooks, maintaining complete records for bookkeeping.

Virtual Assistant | Booking & Administrative Support

Michelle Erfer – The Bunker NY | Remote | November 2024 – April 2026

- Maintained artist and client information, contact records, and agency documents in ABOSS Agency.
- Updated booking calendars and event schedules to support booking operations.
- Organized travel and accommodation details for event logistics.
- Organized digital files and kept accurate records to support daily agency operations.

Social Media Engagement & Community Manager

Tech Is The New Black | Remote | March 2023 – May 2024

- Managed community engagement across Facebook, Instagram, TikTok, LinkedIn, YouTube, Discord, and email.
- Moderated online communities, resolved member inquiries, and reviewed membership requests to maintain a professional, safe environment.

Customer Chat Support Specialist (Contract)

Octaply.AI | Remote | July 2023 – December 2023

- Resolved customer inquiries via Re:Amaze, Gmail, and Instagram, escalating complex issues to the right teams.
- Processed disputes and refunds accurately while maintaining clear customer communication.

Executive Virtual Assistant

The HRQUEEN LLC | Remote | December 2022 – September 2023

- Managed executive email, scheduling, research, and database maintenance.
- Designed social media graphics and content calendars; edited YouTube videos and marketing materials.

Customer Support & Graphic Designer (Part-Time)

ModPaws US | Remote | Seasonal (September–December) | 2022 – 2023

- Handled customer concerns via Etsy, Shopify, and Gmail, processing disputes, refunds, and escalations.
- Created graphics supporting customer-facing and business communications.

Executive Virtual Assistant

EK Clothing | Remote | May 2020 – October 2022

- Managed executive calendars, meetings, travel arrangements, and email correspondence.
- Coordinated customer service through chat and email; managed invoicing, expense tracking, and documentation.
- Supported social media management and performance reporting.

TOOLS & TECHNOLOGY

Productivity & Admin: Google Workspace, Google Sheets, Calendly, Jotform, QuickBooks, Xero

Communication: Slack, Zoom, WhatsApp

Project Management: Asana, Trello

Automation & AI: Google Apps Script, ChatGPT, Claude

Web & Support: Shopify, Etsy, Stripe, Squarespace, Ghost CMS, GoDaddy, Re:Amaze

Design: Canva, CapCut

EDUCATION

Bachelor of Science in Business Administration, Major in Marketing Management

Navotas Polytechnic College | 2018 to 2023