FRANZ ADRIAN OVIEDO

Versatile Executive Administrative and Customer Support Specialist with a Certified Lean Six Sigma White Belt credential, experienced in client communication, scheduling, project coordination, website support, and content management. Skilled in ClickUp, HubSpot, Wave, Google Workspace, Slack, Canva, and Adobe Premiere Pro. Organized, adaptable, and reliable in providing administrative, technical, and creative support while maintaining efficient workflows and continuous process improvement.

AREA OF EXPERTISE

- Executive Admin Assistant & Customer Support
- Customer Support (Voice & Non-Voice)
- Invoicing & Billing Coordination
- Project & Marketing Support
- Video Editng Proficient
- Social Media / Content Assistance

PROFESSIONAL EXPERIENCE

SteppeMedia
March 2025 - Present

Executive Admin Assistant / Customer Support Specialist (Remote)

- Executive Calendar & Schedule Management: Manage the company president's calendar, coordinate meetings, resolve scheduling conflicts, and maintain an organized schedule to ensure smooth administrative and company-wide operations.
- Email & Communication Management: Monitor and prioritize emails, identify urgent matters, resolve inquiries independently when possible, and ensure timely responses and follow-ups.
- Bookkeeping & Financial Administration: Consolidate invoices, manage accounts payable and receivable, track payment deadlines, prepare and issue invoices to clients and vendors, and follow up on outstanding payments.
- Project Coordination & Management: Coordinate projects between clients, developers, and relevant team members; monitor project progress, track deliverables, and conduct quality checks to ensure timely and accurate completion.
- Customer Support & Ticket Management: Manage client support tickets and service requests, coordinate with the development team to ensure proper handling and resolution, perform quality checks, and provide clients with timely updates and clear communication.
- Executive Reporting & Weekly Accomplishments: Prepare and present high-level weekly reports to the company president, summarizing key accomplishments, completed tasks, project progress, outstanding items, and priorities requiring attention to support executive decision-making and strategic planning.

Freelance Video Editor
February 2023 – Present

Freelance Video editor (Remote)

- Experienced in video production and editing, including tutorial videos for the Ride Jaunt app and digital content for SteppeMedia AI and AnA Business Helper.
- Proficient in industry-standard video editing and post-production software, including Adobe Premiere Pro, Adobe After Effects, Final Cut Pro, and DaVinci Resolve.
- Skilled in producing video advertisements and promotional content for small businesses, creating engaging, brand-aligned videos that support marketing objectives and audience engagement.
- Camera Operator & Video Editor, experienced in camera operation, video recording, and post-production editing for events and digital content.

Starbucks Coffee
September 2024 – March 2025

Part-time Barista (On-Site)

- Prepared and served a variety of beverages while maintaining product quality, order accuracy, and consistency in a high-volume coffee shop environment.
- Delivered prompt, friendly customer service, efficiently handling customer orders and inquiries to support customer satisfaction and smooth daily operations.
- Conducted coffee tasting sessions for staff and customers, enhancing product knowledge and promoting coffee appreciation.

EXPERIENCE (CONTINUED)

ZJP Consulting
December 2020 - December 2021

Non-Voice Customer Support (Remote)

- Managed customer inquiries, order processing, and post-purchase support through Shopify, providing timely assistance via chat and email.
- Resolved customer concerns, order issues, and service inquiries efficiently while maintaining professional communication and a positive customer experience.
- Provided basic technical support, guided customers through product-related questions, and recommended relevant products to encourage engagement and support sales growth.

EDUCATION

National University - Manila **2021 - Present**

Bachelor of Science in Psychology

- Excelled academically in Psychology, earning 2nd place in the Research Congress
- Actively participated as a member of an E-sports organization
- Completed internships at National University–Manila Human Resources Office and Villa Herzon Mental Health Center

Our Lady of Lourdes Catholic School **May 2014 - May 2016**

Secondary Education

- Junior-Senior High School (HUMSS Strand)
- Robotics camp champion
- Complete attendance awardee

ADDITIONAL INFORMATION

- **Languages:** English, Filipino
- **Awards/Activities:** 2nd in Research Congress in Psychology, Robotics Camp Champion
- **Certificate:** Lean Six Sigma (White Belt)