

Jinnah Dorothy Jimenez

Operations/Project Manager | Senior Virtual Assistant | Executive Assistant | Event Coordinator

With over 15 years of experience in operations, project management, and digital marketing, I am a goal-driven, result-oriented leader who thrives on problem-solving and making things happen. A thinker and a strategist, I always find ways to turn challenges into opportunities. My diverse experience across multiple industries allows me to generate innovative ideas, business solutions, and marketing strategies that have contributed to the success of my companies. I believe that anything is possible with the right mindset, planning, and execution, and I lead by example to drive efficiency, growth, and success.

Employment History

Business Owner at Home Laze

SEPTEMBER 2022 – PRESENT

I built this social enterprise from the ground up, developing every aspect from the initial concept to its current success. I created the business concept, designed the website, established the branding, and developed the sales funnel, marketing strategies, and operational processes. Our company serves over 1,400 households and partners with several hotels to offer private-labeled massage services.

Office Coordinator at Travel Care Hawaii, Honolulu

APRIL 2023 – NOVEMBER 2024

I oversee office operations, ensuring efficient departmental performance and effective communication between management and staff. My responsibilities include managing employee orientation, ensuring payroll accuracy, maintaining up-to-date records, and addressing employee concerns promptly. I play a key role in supporting management by keeping a close watch on all departments to ensure a cohesive and productive work environment.



Details

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Website

<https://jinnahdorothy.com/>

Skills

Operations Management
Consulting
Business Analysis
Business Processes

Operations Manager at Practical CSM, Fife

NOVEMBER 2019 – MARCH 2023

I oversaw daily operations, developed and implemented key processes, and collaborated with the customer success team to enhance efficiency and customer satisfaction. I managed the Customer Support, Marketing, and IT departments, ensuring alignment with the company's mission and values. Additionally, I led and trained a team, contributed to strategic planning, and identified growth opportunities. My focus was on optimizing operations to meet business goals and exceed customer expectations.

Project Manager at Supreme Outsourcing, Miami

JANUARY 2012 – DECEMBER 2022

Responsible for managing assigned white-labeled projects. Ensure all quality results and deliverables are submitted on time, and within budget.

Creative Execution Project Manager at Ladder.io, New York

MAY 2021 – JUNE 2022

The role involves overseeing the scheduling and delivery of copy and design assets within the Creative Execution Team, ensuring that all tasks are completed on time and by the appropriate team members. This includes managing resourcing conflicts and shortages to ensure that all deadlines are met.

Chief Executive Officer at Outsourcifies.com

MARCH 2009 – JUNE 2021

I oversaw business operations, project management, and strategic growth. I managed web development, digital marketing, and virtual assistance services, ensuring efficient workflows, client satisfaction, and team coordination. Additionally, I developed processes for scalability, optimized resource allocation, and led cross-functional teams to deliver high-quality digital solutions.

Lead Gen - Team Leader at Exago Inc, Shelton

JUNE 2014 – DECEMBER 2020

My responsibilities included overseeing the team's data collection and validation processes, ensuring that the team adhered to ethical and legal standards, and delivering high-quality data outputs to clients.

Operations Manager at MiaAdora.com, Los Angeles

FEBRUARY 2016 – SEPTEMBER 2017

My responsibilities include overseeing all aspects of the company's operations, including sales and inventory management, product research, and the development of Standard Operating Procedures.

Account/Project Manager at HostedinCanada.com | UpfrontbyDesign.com, Calgary

OCTOBER 2014 – FEBRUARY 2017

Establishing and nurturing client relationships, serving as the primary point of contact for project communication, and working with clients to identify project requirements, scope, and goals.

Project Manager at The Internet Titans, San Diego

JUNE 2013 – AUGUST 2015

I work closely with clients and stakeholders to define project goals and ensure we're on the same page. I develop and manage detailed project plans, timelines, and budgets to keep everything on track. My role involves coordinating with various teams to ensure high-quality work is delivered on time. I provide regular updates on project progress and manage any risks or issues that arise. Additionally,

Sales Processes

Project Management

Scrum Methodology

Agile Methodology

Web Development

Digital Marketing

Social Media Marketing

Reputation Management

Email & SMS Marketing

Graphic Design

Web Design & Development

Customer Success
Management

Payroll Management

QuickBooks (Software)

Technical Support

Event Coordination

Adobe Photoshop

Adobe Illustrator

Adobe InDesign

Hubspot

Salesforce.Com

Outsourcing

I keep all project documentation accurate and accessible, monitor budgets, and look for ways to improve our processes. After each project, I conduct evaluations to identify areas for improvement, ensuring that future projects run even more smoothly. My ultimate goal is to meet or exceed client expectations in every project.

Project Manager Hanger Warehouse - Teaneck, NJ
September 2011 to April 2014
Managed various projects encompassing Operations, Project Management, and Account Management. Recruited and evaluated skilled personnel for diverse roles, including Telemarketing, Customer Support, SEO, SMM, Reputation Management, Graphic Design, Inventory and Data Management, Web Development (WordPress), Research, Business Analysis, and Consultation.

Project Manager at Hanger Warehouse, Teaneck

SEPTEMBER 2011 – APRIL 2014

Managed various projects encompassing Operations, Project Management, and Account Management. Recruited and evaluated skilled personnel for diverse roles, including Telemarketing, Customer Support, SEO, SMM, Reputation Management, Graphic Design, Inventory and Data Management, Web Development (WordPress), Research, Business Analysis, and Consultation.

Technical Support Representative at Sykes Cebu, Cebu City

SEPTEMBER 2005 – DECEMBER 2008

I was responsible for delivering exceptional technical assistance and resolving customer issues effectively. Responded to customer queries related to product usage and created orders for repair or replacement of products as needed.

Certifications

Foundations of Project Management at Google

JUNE 2022

Certified Customer Success Management Professional Level 1 at Practical CSM

JUNE 2017

Certified Customer Success Management Professional Level 2 at Practical CSM

JULY 2021

Certified Customer Success Management Professional Level 3 at Practical CSM

AUGUST 2021

Certified Customer Success Management Professional Level 4 at Practical CSM

OCTOBER 2021

Basics of Scrum, Agile and Project Delivery at Udemy

JUNE 2018

Organizational Structure Seminar & Workshop at ADROIT

MARCH 2017

Certified Search Marketing Specialist at DigitalMarketer.com

MAY 2016

**Certified Customer Acquisition Specialist at
DigitalMarketer.com**

MAY 2016

**Certified Customer Value Optimization Specialist at
DigitalMarketer.com**

MAY 2016

Certified Analytics & Data Specialist at DigitalMarketer.com

MAY 2016

Certified Content Marketing Specialist at DigitalMarketer.com

MAY 2016

Certified Email Marketing Specialist

MAY 2016

Project Management: Skills for Success at Active Learning

NOVEMBER 2012

Education

Bachelor's degree in Accountancy at Xavier University

JUNE 2001 – MARCH 2023

**Bachelor's degree in Operations Management at Saint
Michael College**

JUNE 2016 – MARCH 2018

**Bachelor's degree in Physical Therapy at College of Medical
Arts Foun. Inc**

JUNE 1996 – MARCH 2000

