

KRIS DAVE Q. LAZARTE

EXECUTIVE VIRTUAL ASSISTANT & OPERATIONS PROFESSIONAL

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PROFESSIONAL SUMMARY

I offer more than 25 years of practical experience across the APAC region, supporting organizations with technical service, daily office operations, and certification coordination. My primary goal is to serve as a reliable, highly cooperative team member who keeps files organized, coordinates cross-border tasks smoothly, and assists leadership in achieving corporate goals. I actively integrate emerging generative AI workflows to make administrative processes more structured and efficient.

CORE CAPABILITIES

Executive & Regional Operations

Remote support to country managers; website programs across 14 APAC countries; schedule, calendar, and meeting coordination for leadership teams.

Compliance & Document Control

ISMS, ISO 27001, and DPTM audit preparation; version control; comparative tracking for executive agreements and commercial templates.

IT Support & Administration

Inbound technical issues; level-1 & level-2 hardware/software troubleshooting; email ticketing; user access and system configuration.

AI Productivity Workflows

Structured instruction blueprints and reusable prompt templates; team knowledge bases; human-in-the-loop review for factual accuracy.

PROFESSIONAL EXPERIENCE

Financial Advisor (Part-Time) | Sun Life of Canada (Philippines), Inc. 2025 – Present | Cebu City, Philippines

- Support clients by evaluating financial goals, assessing personal risks, and choosing suitable life-stage planning products.
- Prepare customized insurance proposals, coordinate application documentation, and provide continuous support to existing clients.

Remote Technical & Administrative Coordinator | Boon Software Consulting Pte Ltd

2016 – 2024 | Singapore / Remote

- **Audit Coordination & Corporate Secretariat:** Served as central secretariat for Information Security Management System (ISMS), ISO 27001, and DPTM certification programs. Coordinated cross-departmental audit preparations and tracked document statuses.
- **Executive & Departmental Support:** Provided direct operational and calendar coordination for the

Remote Technical & Administrative Coordinator (Continued)

Boon Software Consulting Pte Ltd

- **Digital Presence & Website Content:** Updated corporate WordPress website, added pages, published newsletter articles, and drafted LinkedIn updates. Managed digital outreach campaigns.
- **Brochures & Branding:** Designed physical business cards, updated product brochures, and created digital vCards with QR codes for staff and partners.
- **Event Coordination:** Handled logistics and participant communications for corporate events, including preparing presentation slides, creating registration forms, and compiling attendance reports for Supply Chain Leadership Forums.

IT Program Manager | Webtribe Pte Ltd

2011 – 2016 | Singapore / Remote

- Provided remote technical and customer support for a regional website program, coordinating directly with country managers and digital agencies across 14 APAC markets.
- Managed online store inventory, tracked orders, resolved user concerns in community forums, and prepared site performance reports.

Customer Service Engineer | Pioneer Infotech Pte Ltd

2009 – 2011 | Singapore

- Assisted Singapore-based users with inbound technical support requests, resolving desktop, email, and network problems.
- Maintained Active Directory user access, configured Exchange setups, and handled system backups.

Technical Support Professional Level 1 | Stream Global

2007 – 2009 | Remote

- Resolved remote hardware and software issues for consumer, SMB, and corporate accounts, consistently maintaining a customer satisfaction rate over 90%.

Technical Trainer | Innodata

2004 – 2007 | Cebu City, Philippines

- Worked with the engineering team to translate complex technical specifications into structured training modules and practical testing activities.

Production Support | Innodata

2000 – 2004 | Cebu City, Philippines

- Processed and classified digital content using XML, HTML, and CSS markup. Assisted with document scanning and file quality checking.

CURRENT TOOLS & PLATFORMS

OPERATING SYSTEMS & ADMIN

Windows Server, Active Directory, FortiClient VPN, Linux Desktop, OpenMediaVault NAS

OFFICE, CONTENT & FORMS

Microsoft Office, Google Workspace, Jotform, WordPress, HTML/CSS

CRM & TICKETING

Zendesk, OSTicket

EDUCATION

Bachelor of Science in Information & Computer

LANGUAGES

English: B2 Level / Professional