

ANGELICA MILLAR

Creator Support • Quality Assurance • Executive Assistant • Social Media Manager

Tagum City, Davao del Norte, Philippines
angelcatbridgemillar@gmail.com • linkedin.com/in/angelica-millar-31b62b140



PROFESSIONAL SUMMARY

Executive assistant and social media manager with 10 years in creator support, quality assurance, and client services. Supports social media platform creators at Concentrix Malaysia, recognized as Top Agent (Mar & Apr 2025), backed by Accenture-certified quality auditing and hands-on Meta Ads, content strategy, and short-form video production.

CORE SKILLS

Support & Quality	Creator Support • Ticketing & Escalations • CRM • QA Audits • Root-Cause Analysis • Coaching
Digital Marketing	Meta Ads Manager / Business Suite • LinkedIn • Social Media Strategy • Content Calendars • Branding
Analytics & Reporting	Google Analytics • Google Data Studio • Meta Insights • KPI Tracking • Data Validation • Reporting
Creative	CapCut • Canva • SCRL • VIDS • Edits
Collaboration Tools	Google Workspace • Microsoft 365 • Slack • Zoom • WebEx • Lark • Verint • LMS
VA & Admin Tools	Calendly • Trello • Asana • Otter.ai • TripIt • Expensify • Dropbox
Travel & Research	Traveloka • Trip.com • Klook • Skyscanner • Cheapflights • Agoda • Google Flights
E-commerce	TikTok • TikTok Studio • Shopee Affiliates • Lazada Affiliates • Shein Affiliates • Alibaba
AI Tools	ChatGPT • Claude • Grok • Gemini • Meta AI

PROFESSIONAL EXPERIENCE

Executive Assistant & Social Media Manager | Freelance, Remote Apr 2026 – Present
Mindanao Looperz Tour Agency & PatravajoPH

- Grew a client page to 61K views (+504%) and 5.9K engagements (+267%) in 28 days, with follows up 88%.
- Conduct outreach to content creators in the global market through DMs and comments to build collaborations for Mindanao Looperz tours.
- Manage executive calendars, inboxes, and meeting scheduling.
- Coordinate tour and travel logistics and itineraries, and track expenses and receipts.
- Organize projects and tasks, capture meeting notes, and maintain shared files.
- Support content creation and product sourcing, including supplier research.
- Manage 3 Facebook pages, 1 Instagram account, and 1 TikTok account: campaigns, content calendars, review graphics, and analytics.

Advisor I, Customer Service (Creator Support) | Concentrix | Malaysia Aug 2024 – Present

- Resolve creator inquiries via chat, email, and tickets; 96% quality score, 72% CSAT vs. 50% target.
- Guide creators on account access, monetization, content visibility, and tools including Reels, Insights, and Ads.
- Troubleshoot technical and platform issues; educate creators on policies, community guidelines, and best practices.
- Escalate complex cases such as payout holds and disabled accounts to specialized internal teams.

Client Intake Specialist | Legal Soft Solutions (Virtual Staffing) | Part-time | Remote Apr 2024 – Jul 2024

- Served as first point of contact for prospective clients via phone, email, and online platforms, screening inquiries against firm criteria.
- Scheduled attorney consultations, maintained accurate case-management records, and handled confidential information professionally.

Accenture Inc. | Cebu City, Philippines Dec 2018 – Mar 2024
Quality Auditing Associate (Promoted) Apr 2023 – Mar 2024

- Audited 50–60 calls and transcripts per day for non-compliance against established frameworks to reduce data-breach risk.
- Applied root-cause analysis to audit data and reports, then implemented SMART action plans based on findings.
- Coached agents and teams on quality opportunities and updated Standard Work Instructions (SWIs).
- Proposed an innovative idea and created a checklist tool to help improve the quality score and boost sales revenue at the same time.

Multiskilled Advisor (Customer Service, Technical Support & Sales) Dec 2018 – Mar 2023

- Handled 37–50 customer service, technical support, and sales calls per day, resolving complex issues.
- Closed 2–5 sales or product upgrades per day by matching offers to customer needs.

Estate Management Officer | Duraville Realty & Developer Apr 2016 – Dec 2018

- Maintained homeowner masterlists, tracked unit status and turnover, and processed electricity and water utility applications.
- Resolved homeowner concerns and complaints while coordinating day-to-day estate management and client relationships.

AWARDS & CERTIFICATIONS

- Concentrix Malaysia:** Rookie of the Year (Dec 2024) • Top Agent (Mar & Apr 2025) • Rising Shining Star (Aug & Dec 2025)
- Accenture:** Extra Mile Awardee, Client Award (2022) • A-List Awardee (2023) • Certified Accenture Quality Analyst (2024)

EDUCATION & LANGUAGES

Bachelor of Science in Biology | Bicol University, Legazpi, Albay 2012 – 2016
Languages: English • Tagalog