

GIZELLE P. QUILAPIO

Virtual Assistant | Administrative Support | Compliance & Brand Protection

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PROFESSIONAL SUMMARY

Detail-oriented professional with strong experience in administrative support, compliance coordination, and brand protection. Experienced in handling documentation, data tracking, incident reports, scheduling, and client communication in remote work environments. Known for accuracy, organization, and the ability to work independently while supporting teams with consistent and reliable results.

WORK EXPERIENCE

Doppel Inc. | August 2023- July 2025

SOC Senior Team Lead (REMOTE)

- Led and supported a remote team by managing daily workflows, task assignments, and performance tracking.
- Monitored and reviewed cases, ensuring accurate documentation and timely follow-ups.
- Coordinated with cross-functional teams using Slack, Google Meet, and Jira to resolve issues efficiently.
- Maintained reports, trackers, and operational documentation to support management decisions.
- Ensured adherence to internal processes, quality standards, and deadlines.

Doppel Inc. | April 2023- August 2023

Brand Protection Analyst (REMOTE)

- Monitored online platforms for trademark, copyright, and brand misuse violations.
- Documented cases, gathered evidence, and submitted takedown reports following platform guidelines.
- Maintained case trackers and ensured accurate records for audits and reviews.
- Supported compliance with digital content policies and brand protection standards.

Click & Ship | July 2021- March 2023

Administrative Staff

- Provided administrative support including data entry, documentation, and reporting.
- Managed schedules and logistics records using Google Sheets and Google Calendar.
- Monitored parcel status and updated tracking information across courier platforms.
- Responded to customer inquiries related to delivery, delays, and shipment issues.
- Coordinated with internal teams to ensure smooth daily operations.

Concentrix | January 2020- January 2021

Customer Service Representative (Voice)

- Assisted customers with billing, account, and payment concerns through voice support.
- Maintained accurate account records and followed company policies and procedures.
- Delivered clear and professional communication resulting in high customer satisfaction.

Collective Solution | August 2019- December 2019

Customer Service Representative (Chat Support)

- Handled customer inquiries via live chat with attention to detail and efficiency.
 - Assisted clients with product customization and order-related concerns.
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CORE SKILLS

- Administrative & Virtual Support
 - Compliance Support & Documentation
 - Data Entry & Record Management
 - Scheduling & Calendar Management
 - Incident & Case Monitoring
 - Report Preparation & Tracking
 - Process & Policy Compliance
 - Client & Team Communication
 - Time Management & Organization
 - Counterfeit Detection
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TOOLS & SYSTEMS

Communication & Collaboration Tools

- Slack
- Google Meet

Productivity & Office Tools

- Google Workspace (Docs, Sheets, Drive, Calendar)
- Microsoft Excel

Task & Project Management Tools

- Trello
- Jira

Design & Support Tools

- Canva
- VPN Tools

Compliance & Brand Protection Tools

- Social Media DMCA Tools (Facebook, Instagram)
 - WHOIS Lookup (ICANN, DomainTools)
 - Trademark & IP Tools (USPTO, WIPO)
 - Marketplace Monitoring (OpenSea, Rarible, Etherscan)
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EDUCATION

University of Caloocan City | 2014 - 2018

Bachelor of Secondary Education- English

Camarin High School | 2010 - 2014

REFERENCES

Jalyn Rose Llegeue

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