



# ORLY MARIE S. REYES

Operations and Legal Support Professional with 7+ years of experience supporting executives, legal teams, and online businesses in fast-paced, high-responsibility environments. Skilled in virtual administration, compliance documentation, social media management, and customer success. Known for discretion, analytical problem-solving, and maintaining operational efficiency while enhancing client experience and retention.

## Connect

- +63916-253-5178
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- Zamboanga City, Philippines

## Education

### Western Mindanao State University

Bachelor of Arts in Political Science  
2017 | Graduate

### Western Mindanao State University

Juris Doctor  
2025 | Graduate

## Proficiency

Canva  
Capcut  
Storrito  
Sprout Social  
Intercom  
Crisp  
Slack  
Discord  
Basecamp  
Click Up  
Firebase  
ActiveCampaign  
Facebook  
X (formerly Twitter)  
Instagram  
Tiktok  
Youtube  
Google Workspace  
Microsoft Office  
ChatGPT  
Grok  
WebApp



### Operations & Digital Support Specialist | ArcadeLab Inc., Denver, Colorado January 2023–January 2026

#### Virtual Assistance & Administrative Operations

- Managed high-volume executive inboxes (100+ emails daily), prioritizing critical communications and maintaining 24-hour response standards.
- Compiled legal, administrative, and multimedia documents with strict confidentiality and 100% on-time submission.
- Conducted detailed market and legal research to support business and campaign strategy.
- Developed and maintained structured spreadsheets and tracking systems for ongoing projects.
- Generated daily, weekly, and monthly performance and statistical reports to support leadership decision-making.
- Improved workflow efficiency by streamlining data entry and document management systems.

#### Social Media Management & Content Operations

- Created, scheduled, and optimized content across multiple platforms, increasing engagement by 100%.
- Monitored analytics and performance metrics, delivering actionable monthly growth reports.
- Managed community inboxes and audience interactions to strengthen brand visibility and engagement.
- Implemented cross-posting strategies and platform protection measures to safeguard digital assets.
- Supported sales campaigns by aligning content with conversion-focused marketing initiatives.

#### Customer Support & Client Success

- Led onboarding, account setup, and service upselling, contributing to revenue growth.
- Resolved technical and account-related issues while maintaining a high customer satisfaction rate (100% if known).
- De-escalated complex complaints with professionalism, preserving client relationships.
- Developed and updated FAQ systems to reduce repetitive inquiries and improve response efficiency.
- Strengthened customer retention through proactive communication and relationship building.



### Paralegal | EGGE Law Firm, Zamboanga City, Philippines March 2018 – Aug 2022

- Drafted pleadings, contracts, affidavits, property deeds, and notarial documents with strict compliance and deadline accuracy.
- Conducted client interviews in civil and criminal matters to gather evidence and support case strategy.
- Prepared legal briefs, court filings, and documentation for active litigation and trial proceedings.
- Assisted in trial preparation, including organizing exhibits and preparing witnesses for hearings.
- Supported investigative processes, including on-site inspections and case analysis.
- Managed client communications and streamlined billing and case file systems to improve workflow efficiency.