

Mark Jeraisy S. Aquino

Virtual Assistant | Operations & Project Management | WordPress & Digital Design
Minalin, Pampanga, Philippines 2019

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[LinkedIn](#) | [Portfolio](#)

Professional Summary

Virtual Assistant and Back-Office professional with 9 years of administrative experience and nearly 6 years working remotely. Skilled in WordPress and graphic design, supporting digital operations and business growth. Experienced in leading cross-functional teams in development, design, and automation projects. Highly adaptable across administrative, creative, and technical roles using CRM, Google Workspace, and project management tools. Experienced in workflow optimization, lead generation, and AI-powered processes to improve efficiency.

Key Skills

Project Management | Team Leadership | WordPress Development | Graphic Design | CRM Management | AI Automation | Lead Generation | Google Workspace | Workflow Optimization | Digital Presence Management

Work Experience

Project Development Manager

Overtime Global | Nevada, US | 2025 – 2026

- Leads a cross-functional team of WordPress Developer, GHL Expert, Graphic Designers and AI Specialist
- Manages the end-to-end project lifecycle from planning, execution, to delivery
- Ensures timely completion of digital projects aligned with business goals and client expectations
- Optimizes workflows and improves team efficiency across multiple digital initiatives
- Supports executive-level strategy, internal process improvements, and operational decision-making
- Coordinates digital development efforts to strengthen overall online presence and performance

WordPress Designer

webFEAT Complete | Ohio, US | 2021 – 2024

- Designed, developed, and maintained WordPress websites with focus on performance and usability
- Built responsive and user-friendly layouts for improved user experience across devices
- Customized themes and configured plugins based on client requirements and functionality needs
- Ensured website performance, security, and scalability through regular updates and optimization
- Collaborated with teams to deliver visually engaging and conversion-focused websites
- Maintained and improved existing websites to support long-term digital growth

Quality Control Manager

Social Discovery Corp. | Angeles City, PH | 2020 – 2021

- Ensured insurance reports met internal standards and requirements through quality control processes
- Reviewed outputs for accuracy, consistency, and compliance before final submission
- Identified errors and implemented improvements to enhance reporting quality
- Coordinated with internal teams to maintain high-quality and timely deliverables
- Supported process improvements to increase efficiency and reduce reporting issues

Team Leader / Analyst

TaskUs | Clark, Pampanga, PH | 2017 – 2020

- Led and supported a team of 15–20 members in a self-driving technology project (TURBO account)
- Managed daily operations and ensured consistent team performance and output quality
- Handled administrative tasks and workflow coordination using Google Workspace tools
- Implemented process improvements and integrations to streamline internal operations
- Converted sports video content into structured data as an Analyst with high accuracy standards
- Monitored team performance and provided guidance to maintain productivity targets

Education

Bachelor of Science in Information Technology | 2010 - 2016

University of the Assumption, *City of San Fernando, Pampanga, PH*

Secondary Education | 2006 - 2010

Assumpta Technical High School, *Sta. Monica, San Simon, Pampanga, PH*