

LEA ROSE MILLENA

Executive Support & Account Management Specialist

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PROFESSIONAL SUMMARY

Client Operations and Account Management professional with 6+ years supporting executives, sales teams, and global accounts across e-commerce, FMCG, and BPO industries. Skilled in workflow management, stakeholder communication, proposal development, and data-driven reporting. Known for turning fast-moving, complex operations into organized, reliable systems that free up leadership to focus on strategy.

CORE COMPETENCIES

Executive & Administrative Support • Account Management • Client Relationship Building • Process & Workflow Improvement • Reporting & Data Analysis • Calendar & Task Coordination • Cross-Functional Communication • E-commerce Operations

PROFESSIONAL EXPERIENCE

Sales & Client Operations Executive

Feb 2025 – Present

Intrust Communications — Remote

- Manage outbound acquisition campaigns end-to-end, from lead distribution to performance tracking, ensuring consistent pipeline visibility for leadership.
- Draft and deliver client-facing proposals, service contracts, and branded materials, streamlining communication with external stakeholders.
- Maintain organized records and workflows across Excel and Notion, improving team efficiency and reducing information gaps.

Customer Activation Specialist

2023 – 2024

Century Pacific Food Inc.

- Coordinated nationwide brand activations and store openings across multiple retail channels, managing timelines and cross-functional teams.
- Delivered KPI and performance reports to management, translating field data into clear, actionable insights.
- Managed inventory and logistics for activation materials, ensuring on-time campaign execution.

Virtual Key Account Manager (Seller Support)

2018 – 2023

Sutherland Global Services — Lazada Account

- Owned end-to-end account operations for assigned sellers, including logistics coordination, claims processing, and shop performance monitoring.
- Delivered high-impact business reviews and strategic presentations to stakeholders, both virtually and in person.
- Advised clients on marketing and conversion strategies, contributing to measurable account growth.
- Analyzed sales data to identify operational bottlenecks and implemented rapid resolutions to protect account health.

Additional Experience

E-commerce Associate / Business Development, EJ Dalanon Enterprise (2023) • Customer Service Representative, Sutherland – PETCO Account (2023)

TOOLS & PLATFORMS

Salesforce • Siebel • HubSpot CRM • Google Workspace • Google Calendar • Microsoft Excel / Outlook • Notion • Trello • Canva • CapCut • Figma • Meta Business Suite

EDUCATION

Bachelor of Science in Criminology

Bicol College, 2013 – 2017 • Licensed Criminologist