

FLORIAN OCAN

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PROFESSIONAL SUMMARY

Results-driven Senior Executive Assistant with 4+ years of experience supporting US-based executives in operations and leadership roles. Specialized in executive calendar management, inbox zero methodology, and cross-functional coordination. Managed 40–50 daily emails and 25–30 weekly meetings while supporting a VP of Operations and overseeing 5+ directors. Proficient in Google Workspace, Asana, HubSpot, and Airtable, with growing expertise in automation tools including Zapier and AI systems.

KEY SKILLS

Executive Calendar Management | Email Triage (Inbox Zero Methodology) | Cross-Timezone Scheduling | Operations Coordination | SOP Development & Process Optimization | CRM Management (HubSpot, Airtable) | Project & Stakeholder Management | Workflow Optimization | Team Coordination & EA Oversight | AI Tools (ChatGPT) | Automation Fundamentals (Zapier, Make) | Asana & Notion Systems

PROFESSIONAL EXPERIENCE

Senior Executive Assistant / Executive Partner to VP of Operations

Athena Executive Assistants (US-based) | Apr 2024 – Jan 2026

- Managed VP-level executive calendar across multiple time zones, coordinating 25–30 weekly meetings with zero scheduling conflicts
- Maintained Inbox Zero for executive inbox handling 40–50 daily emails, ensuring timely responses and prioritization of high-impact communications
- Acted as strategic partner to VP of Operations, overseeing 5+ Operations Directors and tracking key deliverables across teams
- Led coordination for cross-functional initiatives, improving visibility and execution across internal operations
- Supported and mentored 5+ Executive Assistants under Operations Directors, improving alignment and communication workflows
- Recognized with “Above and Beyond” award for leadership, initiative, and operational excellence

Executive Assistant / Operations Support

Athena Executive Assistants | Jun 2021 – Mar 2024

- Managed executive scheduling and inbox systems, coordinating 25–30 meetings weekly across US time zones
- Transitioned into Operations Analyst support, assisting in tracking performance, documentation, and internal processes
- Created and maintained SOPs for recurring workflows, improving team efficiency and onboarding readiness
- Served as Support Lead for special projects, coordinating with external partners and mentoring volunteers for outreach initiatives

Customer Service Officer / Phone Banker

CitiGroup Business Process Solutions | 2020 – 2021

- Handled 80–100 customer interactions daily, resolving banking inquiries with high accuracy and compliance
- Maintained data integrity while processing sensitive financial information
- Delivered consistent customer satisfaction in a high-volume environment

Hotel Reservation Specialist / Customer Care Representative

Teleperformance (formerly Intelnet Global Services) | 2017 – 2020

- Managed 80+ daily customer interactions for hotel reservations and inquiries
- Delivered high-quality customer service in a fast-paced, metrics-driven environment

- Strengthened communication and problem-solving skills across diverse client needs

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Notion

Communication: Slack, Zoom, Google Meet, Loom, Calendly, Threads

CRM & Marketing: HubSpot, Airtable, Go HighLevel (learning)

AI & Automation: ChatGPT, Zapier (learning), Make.com (learning), n8n (learning)

Design & Content: Canva

Project Management: Asana, Trello, ClickUp

EDUCATION

Undergraduate Studies in Information Technology

University of Perpetual Help System – Laguna

Dean's List - 2015

CERTIFICATIONS AND CONTINUOUS LEARNING

- Zapier Automation Certification – Zapier – 2026
- Make.com Automation Certification – Make – 2026
- n8n Workflow Automation – 2026 (In Progress)
- Claude AI for Workflows – 2026 (In Progress)
- Go HighLevel CRM & Automation – 2026 (In Progress)
- Lovable.dev AI App Builder – 2026 (In Progress)

REMOTE WORK READINESS

Internet: Primary: Converge Fiber 400 Mbps | Backup: Globe 5G mobile hotspot

Power Backup: None currently; equipped with mobile hotspot and access to nearby coworking spaces for uninterrupted operations

Equipment: MacBook Air M1 / Dell Inspiron 3505 | Noise-cancelling headset

Workspace: Dedicated home office with professional background

Availability: Full-time | Flexible across US, UK, AU time zones

LANGUAGES

English: Fluent

Filipino: Native