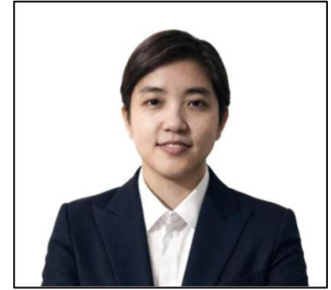


# GILLIAN LARA BAUTRO SISON

Freight Virtual Assistant | Logistics Coordinator | Operations Support Specialist

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## PROFESSIONAL SUMMARY

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*Detail-oriented operations professional with 9+ years of experience in documentation management, reporting, data analysis, process coordination, and stakeholder communication.*

*Recently equipped with specialized training in **freight brokerage and truck dispatching**, supported by hands-on coursework simulating real freight scenarios. Highly organized with strong administrative, analytical, and communication skills, capable of supporting freight brokers, carriers, and logistics teams in fast-paced remote environments.*

## CORE COMPETENCIES

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**Freight & Logistics Operations:** Freight Quoting • LTL, Volume LTL, Partial Truckload & FTL • Freight Class Calculation • Load Booking & Rate Confirmations • Track & Trace • Dispatch Support • POD Processing • Transportation Management Systems (TMS)

**Carrier Management:** Carrier Sourcing & Vetting • FMCSA & MC Verification • Carrier Communication • Equipment Knowledge (Dry Van, Flatbed, Step Deck, Reefer)

**Billing & Documentation:** Invoice Follow-Up • Collections Support • Billing Dispute Assistance • Weight Certificate Requests • Freight Documentation • Record Management

**Administrative Support:** Data Entry • Documentation Management • Email Management • Calendar Management • Report Preparation • SOP Documentation

**Software & Productivity Tools:** Microsoft Excel • Microsoft Office Suite • Google Workspace • Microsoft Teams • Zoom

## PROFESSIONAL EXPERIENCE

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### Senior Operations & Process Improvement Engineer

Brother Industries Philippines, Inc. | Aug 2022 – Present

- *Prepared operational reports and maintained accurate records for management review*
- *Coordinated activities across multiple departments to ensure timely completion of deliverables*
- *Managed documentation, tracking records, and process updates*
- *Generated performance reports and monitored operational metrics*
- *Developed and maintained standard operating procedures and process documentation*

### Technical Project & Operations Coordinator

Kinpo Electronics (Philippines) Inc. | Apr 2019 – Dec 2021

- *Coordinated day-to-day operational activities among multiple departments*
- *Maintained project documentation, reports, and status trackers*
- *Prepared data reports and supported management with operational analysis*
- *Managed records and documentation to ensure accuracy and completeness*
- *Facilitated communication among stakeholders and team members*
- *Monitored timelines and ensured timely completion of assigned activities*

### **Process Improvement Analyst**

Kinpo Electronics (Philippines) Inc. | Aug 2017 – Apr 2019

- *Prepared operational reports and analyzed data to support process improvements*
- *Maintained documentation and standard operating procedures*
- *Assisted with workflow monitoring and performance tracking*
- *Coordinated with cross-functional teams to support operational requirements*
- *Ensured accuracy of records and process documentation*

### **Technical Documentation & Design Specialist**

Arktech Philippines, Inc. | Feb 2015 – May 2017

- *Created, maintained, and updated business and technical documentation*
- *Managed document control processes and maintained accurate records*
- *Organized documentation systems to support operational efficiency*
- *Ensured accuracy and completeness of company records and documentation*

### **CERTIFICATIONS**

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- *Freight VA Certification*

### **EDUCATION**

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#### ***Bachelor of Science in Computer Engineering***

Batangas State University — Main Campus II | Batangas City, Philippines | 2011 – 2014

### **REMOTE WORK READINESS**

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**Internet:** *PLDT Home Fiber - 50 MBPS*

**Equipment:** *Huawei D14 Notebook Intel Core i5 | Noise-cancelling headset*

**Workspace:** *Quiet environment | Professional video-call background*

**Availability:** *Full-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones*

### **LANGUAGES**

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**English:** *Proficient*

**Filipino:** *Native*