



Let's Work Together

CHERRY LYN GALANG

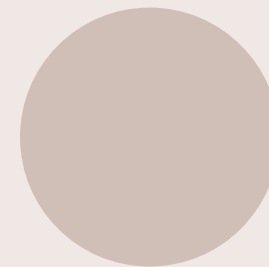
Executive Virtual Assistant | Project Manager |
Operations Support Specialist

I provide reliable executive, administrative, and operational support tailored to your workflow and business needs — allowing you to focus on growth while I handle the day-to-day coordination behind the scenes.

About Me

Highly organized and proactive professional with 13+ years of experience in executive support, operations coordination, healthcare administration, project management, and stakeholder communication. Experienced in supporting leadership teams, managing workflows, coordinating projects, handling reporting and documentation, and maintaining organized day-to-day business operations in fast-paced remote environments.

Skilled in calendar management, administrative support, workflow coordination, Agile project support, reporting, scheduling, customer communication, and cross-functional collaboration. Known for being dependable, detail-oriented, adaptable, and able to manage multiple priorities independently.



Skills and Expertise



Executive & Administrative Support

I keep your schedule, inbox, and documents organized so you can focus on high-impact decisions.



Project & Operations Support

I ensure tasks, reports, and team coordination run smoothly to keep your business on track.



Social Media & Digital Support

I create and maintain your online presence with organized and timely content support.

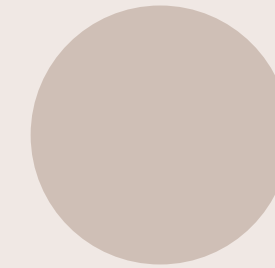


Researched & Process Improvement

I streamline workflows and provide reliable insights to improve efficiency and productivity.



Tools and Software



Productivity & Admin


 Microsoft 365



 Google Workspace



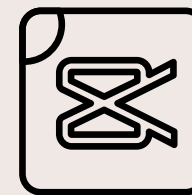
Communication & Collaboration

 slack

 zoom

 Microsoft Teams

 Calendly



Project & Operations

 tableau



 salesforce

 Trello

 monday.com

 Jira

Work Experience

Healthcare & Operations Environment

- Managed workflow coordination and backlog priorities
- Supported Agile delivery, UAT, and reporting initiatives
- Coordinated with stakeholders, developers, and operational teams
- Improved reporting visibility and operational processes
- Facilitated cross-functional communication and issue resolution

Operations & Administrative Support

- Calendar and meeting coordination
- Documentation and records management
- Reporting preparation and tracking
- Workflow and scheduling support
- Executive and stakeholder communication
- Process coordination and operational support



Project Management Projects

BD Pipeline Revamp & Workflow Automation



Provider Productivity Dashboard



Lead Demo Video + Questionnaire Scoring Integration



Social Media Manement

Sample Design

CLIENT WELCOME PACKET

Thank you for choosing to work together

PREPARED BY
YOUR NAME / BUSINESS

Welcome!

Thank you for trusting me with your business.

The welcome kit is designed to help make our collaboration smooth, organized, and stress-free from the very beginning.

Inside this guide, you'll find:

- ✓ project process
- ✓ communication guidelines
- ✓ timelines
- ✓ expectations
- ✓ next steps

My goal is to provide a professional and efficient experience while delivering quality work that supports your business goals. I'm looking forward to working with you!

I'm looking forward to working with you!

OUR PROCESS

A SIMPLE, CLEAR PROCESS TO ACHIEVE AMAZING RESULTS

- ONBOARDING**
We gather project details, goals and requirements.
- PLANNING**
A timeline and timeline will be created based on your needs.
- EXECUTION**
Task and deliverables will be completed according to schedule.
- REVIEW & REVISIONS**
You'll have the opportunity to review and provide feedback.
- FINAL DELIVERY**
Final files and deliverables will be shared upon completion.

COMMUNICATION & AVAILABILITY

To ensure smooth collaboration please take note of the following

PREFERRED COMMUNICATION CHANNELS

- Email
- Slack / Teams
- WhatsApp
- Zoom

RESPONSE TIME

Messages are typically answered within:

24 - 48 BUSINESS HOURS

WORKING HOURS

Monday - Friday
9:00 AM - 6:00 PM

IMPORTANT NOTE

Clear and timely communication helps keep the project on track.

FREQUENTLY ASKED QUESTIONS

Q HOW DO REVISIONS WORK?
Reasonable revisions are included within the agreed project scope.

Q HOW WILL FILES BE DELIVERED?
Files are typically delivered through Google Drive, email or shared workspace links.

Q WHAT IF TIMELINES CHANGE?
Any adjustments will be communicated in advance.

Thank You!

I truly appreciate the opportunity to work with you.

Looking forward to a successful collaboration and a smooth project experience.

CONTACT INFORMATION

- your.email@gmail.com
- www.yourwebsite.com
- (+00) 123 456 7890
- @yoursocialhandle

If you have any other questions, feel free to reach out anytime.

HOW TO USE THIS SYSTEM

Quick step guide for your Freelancer Client Onboarding System

Welcome!

Thank you for purchasing this Freelancer Client Onboarding System.

This bundle was designed to help freelancers and virtual assistants create a professional, organized, and seamless client experience.

INSIDE THIS BUNDLE, YOU'LL FIND:

- Notion Dashboard
- Canva Welcome Packet
- Email Script Pack
- Customizable Templates

This board is fully customizable to fit your workflow and business needs.

USING THE NOTION TEMPLATE

- STEP 1**
Duplicate the Notion template into your workspace.
- STEP 2**
Add your clients to the database.
- STEP 3**
Update client status using the Kanban board.
- STEP 4**
Use client templates for onboarding notes and deliverables.

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ACCESS YOUR FILES

Use the links below to access your template

- NOTION TEMPLATE**
Click the link below to duplicate the template.
YOUR LINK HERE
- CANVA TEMPLATES**
Click the link below to duplicate the templates.
YOUR LINK HERE
- EMAIL SCRIPT PACK**
Click the link below to duplicate the templates.
YOUR LINK HERE

Save these links for easy access whenever you need them!

USING THE EMAIL SCRIPTS

The included email templates are fully customizable

- ✓ Copy of the script
- ✓ Personalize client details
- ✓ Send through your preferred email platform

Saves time and communicates like a pro!

3 ONBOARDING MISTAKES freelancers make

AND HOW TO FIX THEM

- 01 NOT SETTING CLEAR EXPECTATIONS**
Unclear scope lead to confusion, missed deadlines, and unhappy clients
- 02 SKIPPING A WELCOME PROCESS**
Jumping straight into work can make clients feel unorganized and unsure.
- 03 POOR COMMUNICATION**
Inconsistent updates and slow responses can break trust and delay progress

A smooth onboarding process sets the foundation for a successful client relationship



Let's Connect!

Thank you for taking the time to view my portfolio. I look forward to supporting your business and contributing to your success.

Contact Information



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