

BETTINA MOJICA

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Operations and delivery leader with 12 years of experience designing systems, improving workflows, and coordinating distributed teams across marketing, creative, web, HR, recruitment, and client operations. Passionate about simplifying complex business operations by building scalable processes, operational dashboards, AI-assisted workflows, and reporting systems that improve visibility, accountability, and delivery while keeping costs and manual work to a minimum.

AREA OF EXPERTISE

Operations Management | Delivery Management | Cross-functional Coordination | Workflow Design | Process Improvement | AI Workflow Automation | Notion Systems | Executive Dashboards | Operational Reporting | Project Management | Stakeholder Communication | SOP Development | Remote Team Leadership | Recruitment & Workforce Planning

PROFESSIONAL EXPERIENCE

People & Operations Manager

Oct 2023 – Present

Shoutout Digital & Virtual Colleague | Australia (Remote)

- Lead day-to-day delivery across distributed teams supporting marketing, creative, web, HR, recruitment, and client services.
- Translate leadership priorities into workflows with clear owners, deadlines, status visibility, documentation, and follow-through.
- Coordinate cross-functional priorities and dependencies, surface blockers, clarify handoffs, and keep work progressing.
- Designed and maintained Notion workspaces, operational databases, executive dashboards, recruitment systems, marketing trackers, and internal tools supporting day-to-day business operations.
- Create SOPs, reporting systems, and AI-assisted workflows that reduce ambiguity, repetitive work, and administrative friction.

Chief Administrative Officer

Sept 2021 – Oct 2023

DVIT | Quebec, Canada (Remote)

- Scaled a remote startup from 5 to 15+ team members by establishing structured recruitment, onboarding, administration, and operating processes.
- Built company SOPs, reporting systems, and internal workflows from the ground up to support consistent execution as the team grew.
- Promoted from HR Manager in 6 months after leading operational improvements, training initiatives, and cross-functional coordination.

HR & Administrative Specialist

June 2014 – Sept 2021

EDS Manufacturing Inc., YAZAKI, | Philippines

- Managed end-to-end recruitment, onboarding, employee relations, and administrative operations for a manufacturing organisation with over 10,000 employees.
- Worked across multiple HR and operations functions, partnering with different departments to support workforce planning, organisational development, leadership initiatives, and daily business operations.
- Contributed to improving internal processes, procedures, documentation, and administrative workflows to increase operational efficiency and consistency.
- Coordinated with leaders across the organisation to support policy implementation, employee programs, and cross-functional initiatives.

KEY ACHIEVEMENTS

- ✓ Built scalable operational systems supporting remote teams across marketing, creative, web, HR, recruitment, and client operations.
- ✓ Helped scale two remote businesses from 5 to 15+ and 12 to 40+ team members through structured recruitment, onboarding, and operational processes.
- ✓ Designed AI-assisted workflows and process improvements that reduced manual work, improved efficiency, and enabled the business to operate effectively with fewer resources.
- ✓ Created executive dashboards, Notion workspaces, and reporting systems that improved visibility, accountability, and cross-functional collaboration.
- ✓ 12+ years of experience improving operations, leading remote teams, and building systems that help businesses scale efficiently.

TOOLS

Notion | ChatGPT / Codex | Claude | Google Workspace | GHL | Affinity | Canva | Figma | Capcut | Discord
| Slack | Make | Zapier | Xero | Stripe

2010–2014

EDUCATION

BSBA Major in Business and Operations Management

DE LA SALLE UNIVERSITY – DASMARIÑAS