



Rex Michael T. Ugpay

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PROFESSIONAL SUMMARY

Detail-oriented and purpose-driven professional with 5+ years of experience in administrative support, stakeholder engagement, and customer relations. Proven ability to deliver high-impact programs in education, sustainability, and governance. Strong background in executive assistance, cross-functional coordination, digital content management, and project implementation. Thrives in fast-paced multicultural environments and committed to organizational excellence.

CORE COMPETENCIES

- Executive & Administrative Support
- Project & Program Coordination
- Event Planning & Logistics
- Stakeholder Engagement & Communication
- Digital Marketing & Content Creation
- Document Management & Quality Assurance
- Customer Relations & CRM Handling
- Policy Development & Research

PROFESSIONAL EXPERIENCE

Mapúa Malayan Colleges Mindanao (Davao City, Philippines)

November 2023 - May 2025

Executive Assistant to the EVP

- Drafted internal and external correspondence, including board resolutions.
- Maintained contracts, MOAs/MOU,s and served as document controller.
- Supported audit documentation and executive report preparation.
- Coordinated with internal teams and external vendors for project support.

Outsourced Doers Inc. (Remote | Adelaide, Australia)

October 2021 - November 2023

Digital Marketing Virtual Assistant

- Scheduled and managed 100+ social media posts monthly across platforms.
- Increased client engagement by 25% using Canva and automation tools.
- Maintained 95%+ comment/message response rate.
- Supported launches and organic growth initiatives (+1,000 followers).

iQor Philippines (Davao City, Philippines)

May 2019 - August 2021

Customer Service Representative

- Delivered frontline support for global brands like Amazon, American Home Shield, and 1800flowers.com, consistently exceeding KPIs in resolution rate and customer satisfaction.
- Handled an average of 80+ inbound calls per shift, resolving customer concerns with efficiency and empathy while maintaining high-quality service metrics.
- Leveraged CRM systems to accurately document interactions, resulting in improved follow-up processes and fewer repeat inquiries.
- Built trust with customers by actively listening and offering timely solutions, contributing to retention and positive feedback scores across multiple campaigns.

EDUCATION

Mapúa Malayan Colleges Mindanao (Davao City, Philippines)

July 2018 - July 2023

Bachelor of Science in Chemical Engineering

- Funded scholar of the Institute of **International Education Scholar** (Western Union Foundation)
- Graduated as the Batch's Overall Leadership Awardee

Universitas Gadjah Mada - ASEAN Studies Center (Yogyakarta, Indonesia)

August - September 2021

ASEAN Youth Initiatives Empowerment Program

- Final Grade: A/B (Very Good), **Fully Funded Scholar**
- Produced policy recommendations on ASEAN youth empowerment.

TECHNICAL & DIGITAL SKILLS

- MS Office, Google Workspace, Canva, CAD Tools
- Social Media Management, Email Marketing Platforms
- Documentation & Reporting Systems

LANGUAGE & CERTIFICATIONS

English

- TEFL Certified (2023)
- TOEIC Score: 940 (2023)