



Paul Prado Pacardo

Executive Assistant · Project Manager · Operations

CONTACT

Email pacardopaul18@gmail.com

Phone +63 956 625 7051

Site me.kabuhayan.app

LinkedIn linkedin.com/in/paulpacardo

GitHub github.com/pacardopaul18

Base Naga City, Philippines. Remote, US-hours overlap. Available now.

CORE CAPABILITIES

- Executive support: calendar and inbox ownership, gatekeeping, travel, board and meeting prep
- Project and program management: Agile, Scrum, Waterfall; backlog, budget, change control
- Operations: SOPs and runbooks, vendor and tool administration, cross-team coordination
- Finance: bookkeeping, monthly close, projections, credit and collections, reconciliation
- Automation and systems: Jira Automation, ScriptRunner, Google Apps Script, internal tools
- Compliance-aware: KYC, AML, BSA, GLBA; COBIT and COSO frameworks

TOOLS

Jira Tempo Structure PPM

ScriptRunner Apps Script

Google Workspace

Microsoft 365 Slack

HubSpot QuickBooks

Stripe ClickUp Notion

PROFILE

Executive assistant, project manager, and operations lead with **ten years supporting C-level leaders**, mostly remote and mostly with US companies. I take the operational work off a founder's plate, then **build the system so it stays off**: recurring reporting automated, messy books brought to a monthly close and a 12-month projection, the Jira operating layer of a digital agency built, 30+ digital projects delivered end to end. Solo founder of a four-product software studio, so I can brief a developer, read a spec, and ship.

10+

years supporting C-suite leaders

30+

digital projects delivered end to end

130+

Jira automation rules designed, 70 live

4

software products built and run solo

EXPERIENCE

Plan Left LLC

Jan 2024 to Apr 2026

Senior Executive Assistant and Operations Project Manager

Nashville digital agency. Primary operational and administrative support to leadership across 15+ client accounts and a team of 10+.

- Ran the desk:** executive calendars and scheduling across 15+ accounts, high-volume inbox held at zero, travel, meeting prep and minutes, client and vendor point of contact.
- Built the project operations layer in Jira:** 130+ automation rules (70 live) that generate onboarding epics, website build checklists, monthly and quarterly client deliverables, sprints nine weeks out, meetings, holiday coverage, and QA gates; Slack alerts for overdue and stale work.
- ScriptRunner and Apps Script:** a daily stand-up DM per person (blocked, in progress, overdue, due today), sprint/assignee/due-date validation, PTO and support intake to tickets, calendar and meeting transcripts synced into Jira, ticket-health monitoring; retired two paid Make.com workflows.
- Automated reporting:** turned a quarterly client reporting package that took hours to days by hand into scheduled work, and built the weekly Jira/Tempo utilisation and burn report for leadership.
- Finance:** brought books current, produced monthly financial reports on roughly \$150,000 in monthly revenue via QuickBooks and Stripe, built a 12-month projection with per-month detail from the client roster, and a subscription cost tracker synced daily from QuickBooks.
- Records and process:** owned CRM and project records (HubSpot, GoHighLevel, Jira); wrote SOPs and the automation inventory so the system did not depend on me.

Foxhole QA

Jan 2020 to Dec 2023

Producer / Project Manager

- Owned 30+ websites, mobile apps, and web AR/VR projects from scoping to launch for agency clients whose end brands included Google, Starbucks, HBO Max, and Coachella: plans, timelines, resources, risk; user stories with acceptance criteria; backlog prioritised against need, dependency, and effort.
- Managed budgets and change control, kept scope, cost, and quality aligned through launch, and reported status to stakeholders and senior management.
- Chose the method to fit the job (Agile, Scrum, Kanban, Waterfall); ran QA and data hygiene, including record deduplication; sourced and managed vendors; primary client contact through sign-off.

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SELECTED CLIENTS AND BRANDS

Google

Starbucks

HBO Max

Coachella

Pizza Hut

Yuga Labs

TextNow

Flexport

YouTube FanFest

Broadcom

IBM Partner Ecosystem

Kyndryl

Lumen

Cardinal Health

ING

Stone Brewing

FOUNDER AND BUILDER

Kabuhayan I.T. Services, DTI-registered. Four production products designed, built, and run solo: a lending-operations SaaS, a rotating-savings app, a content SaaS, and a decision-support app for executive assistants.

FREE TOOLS AND WRITING

me.kabuhayan.app: fifteen interactive team tools, twenty-eight playbooks, eleven briefs, fifty-three articles, four case studies. All free and ungated.

CERTIFICATIONS

- Google Project Management Professional Certificate (six courses)
- Google AI Essentials (five courses)
- Anthropic: AI Fluency, MCP, automation with Claude
- Jira administration and automation (ten courses); ClickUp Novice to Brain Expert

EDUCATION

BS Information Technology, Ateneo de Naga University, 2012 to 2016

WORKING STYLE

Answers fast. Writes it down. Careful with claims. Takes the work and builds the system so it stays done.

EXPERIENCE

City View Blinds

Feb 2018 to Dec 2019

Credit and Collections Manager

Full credit-to-cash cycle for a construction firm.

- Recovered substantial monthly receivables and cut past-due invoices by introducing a creditworthiness assessment process; prepared receivable and aging reports to set collection strategy.
- Set up automated reminders and early-intervention strategies that improved collection efficiency; helped implement internal controls that reduced fraud risk.
- Coached collections staff to a results-oriented team that exceeded targets; resolved invoice disputes while protecting client relationships.

Intuit (TurboTax, Quicken, QuickBooks)

Feb 2013 to Jan 2018

Subject Matter Expert and Escalation Manager, Financial Technology

Five years supporting Intuit's financial software: complex financial and technical escalations, team training, technical projects.

- Resolved complex escalations across the product suite and trained teams to the same standard; provided subject-matter expertise to developers across the software development life cycle.
- Applied KYC, AML, BSA, and GLBA requirements and COBIT and COSO governance across the project lifecycle; supported a core banking system integration through data migration and testing.
- Managed accounting transactions, reconciliations, and financial statements supporting monthly, quarterly, and annual closings.

SELECTED OUTCOMES

The project operations system in Jira

Recurring agency work stopped being hand-created. Onboarding, builds, campaigns, deliverables, meetings, holidays, PTO, and QA gates generate themselves on schedule with the right checklist attached.

Client reporting that stopped costing days

A quarterly reporting package built by hand became scheduled work; leadership gets a weekly utilisation and burn report without asking.

From books nobody trusted to a projection

Books brought current, monthly report leadership could read, a 12-month projection built line by line from the client roster, and a live view of overhead.

Thirty-plus projects, scoping to launch

Four years of websites, apps, and web AR for agency clients, delivered start to finish with scope, cost, and quality held through launch.

Full write-ups, including what went wrong in each: me.kabuhayan.app/case-studies

AVAILABILITY

Open to full-time and contract remote Executive Assistant, Project Manager, Chief of Staff, and Operations roles with US teams. Strong US-hours overlap from the Philippines. Available to start now.