

# ABIGAIL G. BALICAT

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 2919, Pagudpud, Ilocos Norte

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## ABOUT ME

Versatile, skilled and detail- oriented graduate of Master's in Business Administration. Proven ability to accurately execute office administration specifically conforming to ISO 9001: 2015 standards.

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## EDUCATION

### Divine Word College of Laoag - Graduate School

Masters in Business Administration (MBA)

2017-2022

### Mariano Marcos State Universtiy

Bachelor of Arts in English Lanaguage - Cum Laude

2012-2016

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## CORE COMPETENCIES

- Expertise in ISO 9001:2015 QMS
- Document Controller
- Clerical/Administrative Support
- Multi-tasking and prioritization
- Proficient in using MS Office, MS Word, MS Windows, MS Powerpoint , MS Excel , Electronic mail

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## EXPERIENCE

### Administrative Assistant II

2021- Present

Mariano Marcos Memorial Hospital and Medical Center (MMM&MC)

- Provides the necessary assistance during audit, inspection, accreditations, and certifications of both government and accrediting bodies.
- Regularly review, revise and implement the organization's Quality Management System
- Perform audits to ensure Quality Management Plans are understood, implemented, and maintained at all organizational level
- Responsible in filing, documenting the processes and operations
- Chair for the Data Privacy Committee - Training of MMM&MC
- Promote awareness and conduct training about the Quality Management System and Quality procedures
- Support/assist in the preparation minutes of the meeting of the Quality Management System
- Keeping of Standard Operating Procedures of MMM&MC. Responsible for the timely, accurate and efficient preparation and management of documents.
- Supports the activities and programs related to quality management system to ensure compliance with established policies and regulations

- Review, evaluate and implement new administrative procedures
- Establish work priorities and ensure procedures are followed and deadlines are met
- Carry out administrative activities of establishment
- Administer policies and procedures related to the release of records in processing requests under government access to information and privacy legislation
- Assist in the preparation of operating budget and maintain inventory and budgetary controls
- Assemble data and prepare periodic and special reports, manuals and correspondence
- Review and co-ordinate office administrative procedures

### **Administrative Aide VI**

**2016-2021**

Mariano Marcos Memorial Hospital and Medical Center

- Support/assist in the preparation minutes of the meeting of the Quality Management System
- Keeping of Standard Operating Procedures of MMMH&MC. Responsible for the timely, accurate and efficient preparation and management of documents.
- Supports the activities and programs related to quality management system to ensure compliance with established policies and regulations
- Review, evaluate and implement new administrative procedures
- Establish work priorities and ensure procedures are followed and deadlines are met
- Carry out administrative activities of establishment
- Administer policies and procedures related to the release of records in processing requests under government access to information and privacy legislation
- Assist in the preparation of operating budget and maintain inventory and budgetary controls
- Assemble data and prepare periodic and special reports, manuals and correspondence
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## **TRAININGS AND SEMINARS**

### **Introduction to ISO 31000 Risk Management System**

Development Academy of the Philippines - Center for Governance  
2021

### **ISO Quality Management System Webinar Series**

Development Academy of the Philippines - Center for Governance  
2021

### **Conference on Public Sector Productivity**

Development Academy of the Philippines - Center for Governance  
2021

### **Introduction to Regulatory Impact Assessment**

Development Academy of the Philippines - Center for Governance  
2021

### **Webinar Series on Productivity and Quality Frameworks in the Public Sector**

Development Academy of the Philippines - Center for Governance  
2021

### **Gender Sensitivity Training for Mariano Marcos Memorial Hospital and Medical Center (MMM&MC)**

Mariano Marcos Memorial Hospital and Medical Center  
2020

### **Good Clinical Practice Workshop**

Mariano Marcos Memorial Hospital and Medical Center  
2020

**Data Privacy Seminar-Workshop**

Mariano Marcos Memorial Hospital and Medical Center

2018

**Orientation on Records Management and Records Retention and Disposition**

Mariano Marcos Memorial Hospital and Medical Center

2017

**Seminar Workshop on the Documentation for ISO 9001:2015**

Mariano Marcos Memorial Hospital and Medical Center

2017