

# PAULINE CRUZ

## Administrative Assistant

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### OBJECTIVE

Experienced Administrative Assistant providing comprehensive support to executive teams and high-level individuals. Skilled in implementing electronic filing systems, organizing sensitive information, and managing high-volume communication. Strong leadership, customer service, and organizational skills with a friendly and proactive approach to enhance efficiency and support the needs of the team.

### EDUCATION

**Bachelor of Science in Hotel and Restaurant Management** | Centro Escolar University Manila | Philippines | 2009 – 2013

### PROFESSIONAL EXPERIENCE

#### RESTAURANT SUPERVISOR

Nov 2022 – Present | Philippines

*Fatboy and Slim Bolder Solutions Inc. - Muntinlupa*

- Led team to boost online ratings, driving increased 10% takeout orders and customer trust.
- Mentored and trained a team of 6 individual, fostering high performance.
- Coordinated successful special events, resulting in positive client feedback and a 12% revenue increase.

#### ADMINISTRATIVE ASSISTANT

Apr 2018 – Oct 2022 | Philippines

*Red Maple Multi-Resources Inc. - Quezon City*

- Provided comprehensive administrative support to the President and assisted a 3 member executive team in decision-making.
- Implemented electronic filing systems, reducing paper waste and improving access to information.
- Organized and manage sensitive information in 12 Excel spreadsheets, ensuring accuracy and timely delivery of reports monthly.
- Handled high volume communication: 50-100 daily emails and 30 telephone inquiries within 24 hours.
- Supervised and trained a team of 3 on new procedures, ensuring consistent implementation and understanding.
- Maintained and organized scheduled appointments for a high-level executive, an average of 5-20 meetings per week.
- Coordinated company events, including 3-6 annual events such as charity functions, Christmas parties, and annual meetings.
- Proactively anticipated department needs to create a more efficient workspace.
- Arranged travel arrangements for a 10-person department, handling bookings for airfare, transportation, and accommodations.

#### OFFICE ASSISTANT

Apr 2017 – May 2018 | Philippines

*Indra Garments Manufacturing Inc. – Makati City*

- Maintained an organized work environment with logical filing systems, achieving 30% efficiency.
- Managed the office telephone system, including answering and directing an average of 10-20 calls per day.
- Prepared and managed 20-50 invoices daily, ensuring timely and accurate billing for clients and vendors.

#### OFFICE ASSISTANT

Aug 2014 – Nov 2016 | Philippines

*Eventking Corporation - Pasig City*

- Ensured accuracy and reliability of 1000+ office records through regular updates and maintenance.
- Developed and maintained FAQ database, leading to 20% reduction in email response time.
- Prepared and proofread correspondence for precise and error-free communication with stakeholders.

#### TEAM MEMBER

Jun 2013 – Jul 2014 | Philippines

*Jamba Juice - Makati City*

- Achieved an average service time of 2 minutes per customer during peak hours.
- Increased repeat customer visits by 15% through exceptional service and developing strong relationships.
- Trained and mentored 5 team members, ensuring proficiency and exceptional customer service.

### SKILLS

Leadership and delegation | Customer service oriented | Strong communication skills | Time management | Organization | Attention to detail | Analytical decision making | Inventory management | Multi-tasking | Adaptability and flexibility | Independent Problem-solving | Calendar Management | Knowledgeable of Microsoft Office | Technologically adept

### TRAINING

- General Virtual Assistant Course | Tita Din Talks Ph | July 2022
- Events Management Service NC III | AC Careers and Events Training Institute Corp. | May 2016
- English Proficiency | Technical Educational and Skills Development Authority (TESDA) | August 2015