

CHRISTINE FAITH VELARDE

PROFILE

Versatile, independent, reliable, and efficient with a background in office facilities and office management, hospitality and corporate events. Proven skill in customer service and quality of work performance, having received a number of commendation letters as well as great client feedbacks.

EXPERIENCE

ByteDance

Administration Manager - *ByteDance (Philippines)* - direct Nov 2021 - present

***Working with ByteDance from May 2020, first as an outsourced full time employee under Sodexo and then was absorbed as a direct full time employee in Nov 2021*

- Deliver quality services and provide proactive support to management and business departments
- Lead a team of receptionist, cleaning staff and security personnel
- Prepare, manage and monitoring budget for office services
- Prepare monthly financial reports and expenses reconciliation
- Develop, review, and streamline policies, guidelines and regulations and working to improve the different office services and operations
- Complete special projects (such as office move and new office setup) by organizing and coordinating information and requirements; planning, arranging, and meeting schedules.
- Manage operations on procurement, inventory management of office supplies, pantry/food, facility equipment, gifts, goods, courier services, vendor management.
- Organize and support local activities and events with other departments
- Assist with employee on-boarding and offboarding
- Handle urgent projects as required

Sodexo

Administration Manager - for *ByteDance (Philippines)* Mar 2021 - Oct 2021

Administration Manager - for *ByteDance (Australia)* May 2020 - Jan 2021

Client Services and Facilities Administrator - for *PwC (Australia)* Jun 2019 - May 2020

Client Services and Reception

- Handle all clients and employee interactions with the highest level of service and professionalism, ensuring expectations are managed, requests are accommodated whenever possible and resolving all customer, inquiries, issues, or complaints promptly
- Manage communication tools and monitor database confirming room bookings, equipment and catering requirements updating and amending as necessary
- Liaise with suppliers and place orders for food, beverage and other requirements for meetings and client functions
- Manage internal and client meeting rooms, responsible for set up and pack down, and providing beverage service to guest and clients upon arrival or during the meeting



CONTACT

 (+63) 967 2649249

 cfaith.velarde@gmail.com

 www.linkedin.com/in/cfait_hvelarde

EDUCATION

2015 - 2017

Torrens University Australia
Masters in International Hotel Management

2007-2011

Centro Escolar University
BS Tourism Management

SKILLSET

- Administration/ Office Management and Operations
- Facilities Management
- Client Services
- Events Management and Coordination
- Customer Service
- Communication and Writing
- Financial Reporting

EXPERIENCE

Office Management

- Ensure that the office runs smoothly and is well organised on a day to day basis
- Maintain and update database, records and spreadsheets
- Oversee and assist with financial tasks such as creating purchase orders, invoice tracking, and end of month reports
- Act as Point of contact for new starters to ensure they are onboarded (lockers, mailfile, office access and tours are being provided)
- Deal with internal and external correspondence, ensuring digital boards are current, posting announcements on the office G+ page, and creation of word documents and signages for the office as necessary
- Sort and distribute incoming and outgoing mail and booking couriers (Local, National, International)
- Order stationary, consumables, and kitchenette supplies for the office
- Assist with organizing office events as well as placing order for catering and other event requirements from suppliers
- Supervising cleaning and catering staff, especially during special corporate events

Facilities

- Act as the first point of contact for facilities requests
- Liaise directly with building manager regarding repairs and maintenance, security access and other issues in the building
- Organise reports on facilities maintenance and repairs and monitor the progress of all open work orders to ensure they are being actioned and completed promptly.
- Conduct regular audits and compliance reports to ensure safety procedures on site are working and meeting all requisite WH&S standards
- Issue temporary security passes to staff and visitors. Complete a daily check of temporary security passes and ensure all cards are accounted for and returned daily;
- Identify areas for improvement, possible solutions and escalate as appropriate

Hyatt Regency Sydney

Event Services

Jun 2016 - Dec 2018

- Ensure the successful and efficient running of events as per client requirements, giving close attention even to the smallest details
- Handle mostly VIP functions and meetings, providing exceptional service and leaving an excellent impression
- Perform administrative tasks such as assisting with doing roster, menus, signages and daily reports
- Mise en place, venue and table setup and arrangements
- Maintain a five star standard of customer service delivery in a fast paced environment
- Client Relationship and Management



AWARDS / HONORS

Sodexo Star & Client Centric Award
2019 & 2020

Cum Laude & 2nd Place - Best in Undergraduate Research
Centro Escolar University
2011

Dean's Lister & Academic Scholarship Recipient
2007-2011

REFERENCES

Dominic Cornwell

National Key Accounts Manager - Sodexo Australia
+ 61 473 100 026

Patrick Bayot

Operations Manager - Sodexo Philippines
+ 63 917 777 5373

Katie Dunne

HRBP - TikTok Australia
Katie.dunne@bytedance.com