

Kristel Joy Mendoza

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Bukit Batok, Singapore

PROFESSIONAL SUMMARY

Highly versatile, motivated, and efficient Administrative Manager with 15 years of experience leading divisions and departments to achieve service standards and meet customers' needs. Skilled in strategic planning, team management, and risk assessment, with a strong focus on leadership, compliance and adherence to policies and regulations.

WORK EXPERIENCE

Senior Admin Manager

Fei Yue Family Services Centre

May 2011 - Present

Deputy Division Head (2021 – present)

- Collaborate with Division Head to develop and execute strategic initiatives.
- Monitor and track Key Performance Indicators to ensure the division's success.
- Analyse service models, policies and procedures including providing options and recommendations to ensure programme compliance and effectiveness.
- Ensure governance through regular practice checks and audit reports.
- Identify and recommend internal controls and monitor adherence to them.
- Review and assess risk management policies and protocols and implement modifications and improvements.
- Collaborate recruitment strategies, staff development plans and performance management.
- Facilitate appraisal score alignment and moderation for 150 division staff.
- Review staff competency framework and redesign job descriptions to meet current work demands.
- Develop and execute regular staff recreational activities and retreats.
- Manage the division's business continuity plans and workplace safety to limit risk.
- Represent the agency at workgroups, negotiations, and forums.

Head of Administration Department (2017 - Present)

- Supervise the day-to-day operations of 5 family service centres.
- Manage, supervise, and train a team of 16 administrative staff.
- Develop, review, and improve administrative systems, policies, and procedures to meet funding ministry's requirements.
- Proposal writing, programme planning and execution that meet's the client's needs.

Head of Facilities and Resource Management (2019-2020)

- Ensure compliance with workplace policies and regulations.
- Oversee building set up, renovation, and maintenance budgets and liaison.
- Build and maintain relationships with facility funders, vendors, and contractors.
- Review, update, and communicate the facilities and resource management handbook

Administrative Executive (2011 - present)

- Support the Centre Head to ensure the smooth running of the centre.
- Represent the organization in workgroups led by the funding ministry.

- Work closely with external funding government and private partners.
- Act as the point of contact between executives and clients.
- Conduct staff onboarding and manage exit requirements.
- Programme support and coordination.
- Handle requests and queries appropriately.
- Monitor office supplies and research advantageous deals or suppliers.
- Produce reports, presentations, and briefs.
- Develop and carry out an efficient documentation and filing system.
- Liaise and work closely with various departments.

EDUCATION

Bachelor's degree in business administration

Philippine School of Business Administration • MANILA CITY, Philippines

Jun 2003 - Jun 2006

SKILLS

- Strategic planning
- Problem-solving and Decision-making
- Leadership and people management
- Programme management
- Facilities, office, and resource management
- Office administration
- Minutes writing

Digital and IT proficiency:

- MS Office Suite
- Google Suite
- Tableau
- Final Cut Pro x

Language Proficiency:

- English: CELPIP CLB 11
- Filipino
- Mandarin
- Hokkien

VOLUNTEER WORK

Sunday school teacher

Every Nation's Church • Singapore

Sep 2022 - Present

- Organize and oversee Sunday school and bible study lessons
- Provide feedback to parents
- Leading children in educational activities
- Attendance taking

AWARDS AND HONOURS

Fei Yue awards

2022

- 10 years Long Service Award (2022)
- Outstanding Employee Award (2018)
- Outstanding Employee Award (2017)
- 5 years Long Service Award (2017)
- Outstanding Employee Award (2014)
- Outstanding Employee Award (2013)
- Most Thoughtful Staff Award (2013)

S3D Spot Award

2021

Under the Strengthening Social Service Delivery (S3D) initiative, the Ministry of Social and Family Development have been working closely across agencies to provide Comprehensive, Convenient and Coordinated support to vulnerable individuals and families. It is not a task that any single agency can tackle on its own, given the often complex and interlocking challenges that our residents face. The S3D Spot Award was given due to my willingness to go the extra mile by collaborating with the ministry to develop the comprehensive Business Continuity Planning (BCP) template for the family services sector, this will assist the sector in coordinating and strengthening our crisis management and pandemic preparedness in the future.