

# PAULINE CRUZ

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## PROFESSIONAL SUMMARY

I am a multi-skilled and dedicated Professional with a Bachelor's Degree in Hotel and Restaurant Management and 10 years of diverse experience in Administrative support, Business Development, Food & Beverage and Event Management. Currently streamlining office processes and improving efficiency, with a strong background in management and organizational support. Adept at seeking a job opportunity as an **Administrative Assistant**.

## SKILLS

Time Management  
Adaptability  
Leadership & Collaboration  
Clerical

Attention to Details  
Ability to Multitask  
Independence  
Computer Literate

## WORK EXPERIENCE

### Administrative Head

November 2022 - Present

Restaurant Consultant

Fatboy and Slim Bolder Solutions Inc., Muntinlupa City, Philippines

- Adjusted menu prices to boost profits with strategic pricing using a curated Excel system.
- Improved efficiency of reports by 20% through thorough back-office support.
- Organizing and maintaining files and records of the company
- Planning and scheduling meetings and appointments.
- Developed and delivered tailored training programs to enhance staff skills and knowledge, leading to a 10% improvement in service quality.

### Restaurant Supervisor

Mandala Restaurant, Sucre by Liz and Mom, Sweet Success

Fatboy and Slim Bolder Solutions Inc., Muntinlupa City, Philippines

- Managed daily operations across multiple restaurants, ensuring consistent service quality and achieving a 15% increase in customer satisfaction.
- Motivated and led a diverse team of 20+ staff members, enhancing harmony and collaboration.
- Oversaw inventory processes and optimized stock levels, resulting in a 5% reduction in costs and minimized waste.

### Executive Assistant

April 2018 – October 2022

Office of the President

Red Maple Multi-Resources Inc., Quezon City, Philippines

- Provided comprehensive administrative support to the President and a 3-member executive team, aiding in effective decision-making and high-level operations.
- Implemented electronic filing systems, reducing paper waste and enhancing information accessibility.
- Managed high-volume communication, handling 50-100 daily emails and 30 telephone inquiries within 24 hours.
- Organized and coordinated company events, including 3-6 annual functions such as charity events and Christmas parties, and maintained accurate scheduling for a high-level executive.

### Marketing Assistant

Marketing Department

- Assisted with marketing campaigns and social media, boosting engagement by 10%.
- Conducted market research to provide insights for refined strategies and improved audience targeting.
- Coordinated events and enhancing brand visibility and generating leads.
- Managed marketing materials and reports, campaign tracking and performance.

**Office Assistant****April 2017 – March 2018**

Accounting Department

Indra Garments Manufacturing, Inc., Manila, Philippines

- Maintained an organized work environment with logical filing systems, achieving 30% efficiency.
- Prepared and managed 20-50 invoices daily, ensuring timely and accurate billing for clients and vendors.
- Handling office tasks, such as filing, generating reports and presentations, setting up for meetings, and reordering supplies.
- Providing real-time scheduling support by booking appointments and preventing conflicts.

**Office Assistant****August 2014 – November 2016**

Account Executive

Eventking Corporation., Pasig City, Philippines

- 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.
- Screening phone calls and routing callers to the appropriate party.
- Using computers to generate reports, transcribe minutes from meetings, create presentations, and conduct research.

**Service Crew****June 2013 – July 2014**

Training Mentor

Fresh Healthy Juice Booster Inc., Makati City, Philippines

- Trained and mentored 5 team members, ensuring proficiency and exceptional customer service
- Provided training on point of sales system and inventory management
- Conducted product knowledge and operational step by step workshop

**Service Crew**

Team Member

- Warmly greets customers and provides excellent customer service.
- Provides good customer service by answering any questions the customers might have.
- Increased repeat customer visits by 15% through exceptional service and developing strong relationships. and long-term goals for the food service operation.

**EDUCATION****Bachelor of Science in Hotel and Restaurant Management****2009 - 2013**

Centro Escolar University, Manila, Philippines

**CERTIFICATION****SMM, Basic Graphics Design, Email Marketing, Lead Generation and Administrative Task****2024**

VA Bar Ph, Philippines

**Virtual Assistant & SMM, Executive Assistant with Bookkeeping, Lead Generation & SEO****2024**

VA Training Ph, Philippines

**Events Management Service NCIII****May 2016**

AC Careers and Events Training Institute Corp., Quezon City, Philippines

**English Proficiency****August 2015**

Technical Educational and Skills Development Authority (TESDA), Taguig City, Philippines

**Marketing Assistant - On the Job Training****February 2013**

Manila Hotel Corporation, Manila, Philippines

References will be available upon request.