



# MICHELLE JOY GOMEZ

Project/Office Administrator

## DETAILS

Iloilo, Philippines [michellejoygomez@gmail.com](mailto:michellejoygomez@gmail.com)  
+639171841691

## PROFILE

As an experienced Project/Office Administrator, I possess a strong background in administrative work, operations, and customer support. With more than 8 years of experience, I have honed exceptional organizational skills, effectively managing tasks, schedules, and projects to ensure smooth office operations. My proficiency in utilizing various software applications, handling filing systems, and operating office equipment further enhances my abilities. I prioritize confidentiality, handling sensitive information with the utmost professionalism and discretion. Additionally, as a tech-savvy professional, I quickly adapt to different environments and stay updated on the latest technological advancements. Leveraging my managerial and administrative skills, I am enthusiastic about contributing to the success of your office by streamlining operations, improving productivity, and providing exceptional support to both internal and external stakeholders.

## EMPLOYMENT HISTORY

### Project Administrator/Customer Care Coordinator, Brunt Work

OCTOBER 2022 — PRESENT

- Handles invoicing
- Resource planning/allocations
- Confirming contractors/suppliers
- Quality control / Job auditing
- Supplier management (ordering etc)
- Timesheet checking/auditing
- Back costing
- Quality control / Compliance
- OH&S compliance
- Job progress reporting
- Social media management
- Email communications
- Process automation

### Virtual Assistant, Rocket Station

FEBRUARY 2022 — JUNE 2023

- Effectively managed the schedules of the inspectors.
- Scheduled inspection services in Atlanta, South Carolina and Maryland
- Organized files and documents using Dropbox
- Proficiently performed data entry tasks using Google Spreadsheets
- Managed Prontos and Graphs

- Answered calls, responded to Text Requests and Front emails
- Azuga field track.

### **General Manager, Papermints Inc., Iloilo**

AUGUST 2021 — JANUARY 2022

- Managed and monitored daily business operations
- Observed timelines to accomplish advertising and printing projects on time
- Implemented a tracker for daily transactions and pending project completion
- Assessed employee performance and productivity
- Utilized key performance indicators to measure employee improvement
- Conducted monthly employee evaluation
- Filtered and hired new employees
- Handled company Facebook page, answered customer queries and prepared quotation

### **Executive / Administrative Assistant, Concentrix, Baguio**

MAY 2018 — OCTOBER 2020

- Arranged and accurately recorded minutes of executive and client meetings
- Made travel arrangements, itineraries and hotel accommodations for clients from abroad
- Managed executive calendar and handled appointments. Handled procurement of office supplies for the entire site and kept confidential documents
- Prepared site budget allocation for rewards and recognition and employee engagement activities
- Answered phone calls, sent emails and reminders for important announcements
- Assisted the operations department for office needs

### **Senior Customer Service Associate, Concentrix, Baguio (eBay)**

OCTOBER 2016 — APRIL 2018

- Assisted and answered questions of new hire associates
- Took escalated calls
- Corresponded with customers to list items in the online marketplace
- Assisted customers with their billing invoice
- Conducted basic troubleshooting and search engine optimization

### **Customer Service Associate, Concentrix, Baguio (eBay)**

NOVEMBER 2015 — SEPTEMBER 2016

- Corresponded with customers to list items in the online marketplace
- Assisted customers with their billing invoice
- Conducted basic troubleshooting and search engine optimization
- Walked the member through how to open an online store

### **City Social Welfare and Development, Government, Angeles City**

MARCH 2014 — JULY 2014

- Recorded and checked daily walk-in customers
- Managed phone calls and emails

- Arranged important and confidential customer files
- Made newsletter for announcements and upcoming events

## EDUCATION

- **Foundations of Project Management** - [verify](#)
  - July 2023
- **Foundations of Digital Marketing and E-commerce** - [verify](#)
  - June 2023
- **Introduction to Psychology – Yale University** - [verify](#)
  - May 2023
- **Fundamentals of Digital Marketing** (Certificate ID: 3LT VM7 6CT) - [verify](#)
  - May 2023
- **Loss Control Management Certificate** - [verify](#)
  - April 2019
- **Advance Occupational and Health Auditing** - [verify](#)
  - April 2019
- **Bachelor of Science in Development Communication** - [verify](#)
  - October 2010 – April 2015

## CORE SKILLS

- Project management
- Leadership skills
- Communication
- Marketing / Digital marketing
- Problem solving
- Attention to detail
- Customer service
- Technical proficiency
- Flexibility and adaptability
- Research
- Social media management
- Creativity
- Organization planning
- Interpersonal skills

## SOFTWARE SKILLS

Microsoft Office Suite



ClickUp



Xero



3CX



Workday



Business Management System (BMS)



Coupa



Trello



Systemhub



Asana



Loom



Skype



Basecamp



Azuga



Google Suite



Canva



Avaya



Oracle Peoplesoft



Slack



simPro



TripActions



Hubdoc



Monday.com



Lucid



Zoom



Teams



Jotform



System Hub



Verify: <https://www.16personalities.com/profiles/729525d475756>

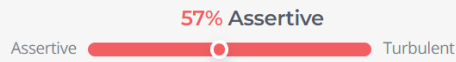
Your Personality  
**Advocate (INFJ-A)**



Advocates are quiet visionaries, often serving as inspiring and tireless idealists. These rare types are open-minded and imaginative, applying care and creativity.

[Learn more →](#)

**Your Traits**



Identity

**57% Assertive**



You're likely self-assured, even-tempered, and resistant to stress, refusing to worry too much.

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