



MARY

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Executive Virtual Assistance
- Recruitment & Talent Sourcing
- Candidate Screening & Interviewing
- Pipeline Management
- Healthcare Staffing Coordination
- Credentialing & Compliance Management
- Document Verification & Quality Control
- Administrative Support
- Operations Management
- Email Management
- Calendar Management
- Data Organization & Record Keeping
- Customer Service
- Client Communication
- Appointment Setting
- Lead Generation
- Cold Calling
- Retention Support
- AI Tool Navigation
- System Integration Support

TOOLS

- Microsoft Office 365
- Google Workspace
- Meta Business Suite
- Mailchimp
- WordPress
- Slack
- ClickUp
- HubSpot
- Trello
- Monday.com
- Asana
- Bullhorn
- Manatal
- IdealTraits
- Loxo
- ConcentraHub
- EasyClocking
- Avaya
- OpenPhone
- QUO
- RingCentral
- Zoom
- Cisco
- Vicidial
- Canva

Customer-focused Customer Service Professional with 5+ years of experience delivering exceptional support across healthcare staffing, hospitality, call center operations, and administrative services. Proven track record of managing high-volume client and candidate interactions, coordinating staffing and compliance processes, and maintaining accurate records while ensuring a positive customer experience in fast-paced environments. Brings strong expertise in customer communication, problem resolution, administrative support, and relationship management, helping organizations improve service quality, enhance customer satisfaction, and maintain efficient day-to-day operations.

WORK EXPERIENCE

EXECUTIVE ASSISTANT/HEALTHCARE RECRUITER/COMPLIANCE OFFICER/STAFFING COORDINATOR

Legacy Personnel Inc. | October 2021 – January 2025 (3 Years, 4 Months)

- Supported U.S. healthcare staffing operations by sourcing and screening candidates, conducting interviews, managing compliance documentation and onboarding requirements, and coordinating placements for healthcare professionals across contract, travel, per diem, and long-term assignments.

CUSTOMER SERVICE REPRESENTATIVE

Survey Sampling International (SSI) | March 2020 – March 2021 (1 Year, 1 Month)

- Conducted outbound market research surveys, collected and documented respondent data, maintained quality and compliance standards, and achieved performance targets in a fast-paced call center environment.

FRONT OFFICE RECEPTIONIST

Hotel De Mercedes | March 2020 – March 2021 (1 Year, 1 Month)

- Managed front desk operations, handled reservations and guest inquiries, coordinated with housekeeping teams, and resolved customer concerns to ensure a positive guest experience.

SHIP STEWARD/DECK ATTENDANT

Trans-Asia Shipping Lines | January 2020 – March 2020 (3 Months)

- Provided passenger assistance, maintained cleanliness and safety standards across deck areas, and supported daily ship operations while ensuring compliance with onboard procedures.

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