



JOYCE

 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

OFFICE COORDINATOR/ADMINISTRATIVE ASSISTANT /HR ASSISTANT / RECEPTIONIST

J.S. Held MiddleEast Claims Settlement Services LLC – OPC | 2019 – 2025
(6 Years)

- Provided end-to-end administrative, HR, and office support by managing front-desk operations, onboarding and vendor registration, inventory and supplies, correspondence handling, document and records management, timesheet reporting, client setup, and executive support using tools such as NetSuite, SAP Ariba, Microsoft Office, and Google Workspace.

SALES ADMIN/SECRETARY/RECEPTIONIST

Monark Equipment Corporation | 2015 – 2018 (3 Years)

- Supported sales and management teams by handling clerical duties, scheduling appointments, preparing expense reports, managing office communications, answering phones, greeting visitors, and maintaining organized filing systems in a fast-paced corporate environment.

CUSTOMER SERVICE ASSOCIATE

Centrio Ayala Mall | 2014 – 2015 (1 Year)

- Delivered frontline customer service by handling inquiries and calls, assisting with bookings and event tickets, providing directions and local information, documenting customer feedback, resolving mall concerns, and managing wheelchair and lost-and-found services.

SKILLS/AREAS OF EXPERTISE

- Administrative Support & Office Management
- HR Recruitment & Onboarding
- Learning & Development
- Rewards & Recognition Administration
- Data Entry & Document Processing
- Email & Calendar Management
- Customer Service
- Time Management & Multitasking
- Problem Solving & Critical Thinking
- Internal Quality Audit (ISO 9001:2015)
- KPI Monitoring & Reporting
- Records & File Management
- Compliance & Audit Readiness
- Inventory & Asset Management

TECHNOLOGY

- Google Workspace
- Microsoft Office
- Zoom
- Canva
- Notion
- CapCut
- Adobe Premiere Rush
- ChatGPT

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