



# RIA M. INOCENCIO

## Experienced Executive Assistant

### WORK EXPERIENCE

#### Executive Assistant & Special Projects Coordinator

Oriental Press, Bahrain | May 2011 - Present

Industry: Printing & Packaging

Provide full spectrum of confidential executive level support to the owners of the company within Top Management (Office of the President and Managing Director):

- Scheduling daily appointments both physical and online.
- Handling virtual and telephone conferences.
- E-mail correspondence.
- Handling phone calls.
- Writing business correspondence.
- Handling documentations and paper works.
- Travel Arrangements - Visa, Hotel Booking, Flight Booking
- Following up action on behalf of Top Management.
- Organizing files and confidential Management records.
- Web Research.
- Updating database of key contact information.
- Handling online purchase transactions.
- Serves as first point of contact.
- Assisting on various general administrative support.
- Responding to general inquiries.
- Special projects support.
- Providing admin support to the owners to their other businesses, i.e., Real Estate business such as 3-star hotel and Villas

#### Executive Secretary to the Chairman

Mashtan Hotel Management, Bahrain | Feb 2009 - May 2011

Industry: Hospitality

Assisted the Chairman, Financial Controller, Sales & Marketing Manager, Front Office and Reservations Manager, Executive Housekeeper, and Executive Chef at different intervals in their Group of Hotels and handled the following:

- Business letter correspondence.
- Files management & organization.
- Telephone calls.
- E-mail correspondence.
- Visa processing.
- Support functions to the following departments:
  - Accounts - checked daily sales report, travel bookings, purchase orders, and issued stocks to hotel outlets.
  - Front Office - checked guest folios and bills.
  - F & B - checked outlets bills and inventory of stocks items, prepared menus for catering services.
- Assisted planning staffs' duty roster.
- First point of contact to all staffs concerns.

### SOFT SKILLS

Coordination | Communication Skills | Conflict Resolution | Detail-Oriented | Flexibility | Listening Skills | Organizational Skills | Proactive Approach | Problem Solving | Responsibility | Self-Motivation | Teamwork & Collaboration | Time Management

### HARD SKILLS

Administrative Support Skills  
Business Letter Correspondence  
Calendar Management  
Computer Skills  
Customer Service  
Data Entry  
Digital Editing  
Documents Management  
E-mail Management  
Files Organization  
Phone Calls Handling  
Real Estate Virtual Assistance  
Social Media Management  
Travel Arrangement  
Typing Speed 45 wpm  
Virtual Conferencing  
Website Creation  
Web Research  
Writing Skills

### TOOLS KNOW-HOW

Digital Editing: Canva, Lightroom, Photoshop  
E-mail Management: G-Mail, Kerio, MS Outlook, Yahoo, Mailchimp  
G-Suite: Google Drive, Docs, Sheets, Calendar, G-mail, Google Meet  
PC: MS Office (Word, Excel, Powerpoint)  
Project Management: Slack, Trello  
Social Media: Facebook, Instagram, LinkedIn, Twitter, YouTube  
Social Media Content Scheduling: Hootsuite, Facebook  
Website Creation: Wix  
Virtual Communication: MS Teams, Skype, Slack, Zoom

## EDUCATION

Graduated Bachelor of Political Science  
Major in Public Administration  
May 2001  
Polytechnic University of the Philippines

- Dean's List - 1997-1999  
Kapatiran ng Talino at Galing (Half Scholar)

## SHORT COURSES COMPLETED

Freelancing Course, Nov 2020  
Filipino Virtual Assistance, Philippines

Real Estate Virtual Assistance Course, Oct 2020  
Filipino Virtual Assistance, Philippines

BPO Home-Based Course, Sept 2020  
Filipino Virtual Assistance, Philippines

Real Estate Virtual Assistant (Wholesaling) Jul 2020  
Eden's Virtual Services, Philippines

Business Management, Nov 2019  
The Filipino Institute Bahrain

Photoshop Basic, Nov 2019  
The Filipino Institute, Bahrain

Photography Basic, Aug 2019  
The Filipino Institute, Bahrain

MS Excel 2016 Intermediate  
Genetec Training & Development, Bahrain

Basic Accounting 1 & 2, June-July 2017  
AMA International Training Institute, Bahrain

Digital Marketing, May 2017  
AMA International Training Institute, Bahrain

Marketing & Sales, April 2017  
AMA International Training Institute, Bahrain

## GOVERNMENT CERTIFICATION

Career Service Sub-Professional  
Philippine Civil Service Examination  
Eligibility for Clerical, Trade, and Custodial Service  
Positions in Philippine Government Service  
Rating: 88.45% (Passed)

## GET IN TOUCH WITH ME

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<http://www.linkedin.com/in/ria-inocencio-profile>

## WORK EXPERIENCE

### Employee Relations Specialist

*ContactCenter.com, Makati City Phils. | Oct 2007 - Dec 2008*  
*Industry: Call Center | BPO*

Conducted investigation, prepared summary report and give final recommendation for dismissal cases. | Assisted all Accounts operations supervisors, shift managers and program manager in the preparation of disciplinary action. | Administered final disposition letter for termination cases. | Provided employee relations support, employee relations counseling, and new hire orientation. | Conducted Disciplinary Calibration sessions with team leaders. | Provided employee relations support to employees. | Ensured compliance of the Philippine labor laws and regulations. | Conducted exit interviews and analyzed post-employment feedback. | Identified with HR manager solutions to problems and issues of all employees.

### Human Resources Assistant, Labor Relations- Employee Relations

*Advanced Contact Solutions (now Alorica)  
Makati City Phils | July 2006 - Oct 2007*  
*Industry: Call Center | BPO*

Handled termination cases of employees. | Assisted in the preparation of Notice to Explain (NTE) and Disciplinary Action Notices. | Provided employee relations support, including employee relations counseling, and new hire orientation. | Ensured accurate and timely reporting of monthly attrition report due to dismissal. | Conducted Disciplinary Calibration session to all operations supervisors, shift managers and program managers. \*Administered serving of final disposition letter to all termination cases. \* Served as HR Advisor to operations supervisors, shift managers, and program managers.

### Assistant Lecturer (Part-time)

*Central Luzon Doctors Hospital Educational Institution,  
Tarlac City, Phils. | Nov 2003 - March 2006*  
*Industry: Education*

Lectured on the following subjects:

Philippine History and Government with Philippine Constitution  
Rizal's Life and Works  
Sociology

### Office Clerk

*Tarlac College of Agriculture (now Tarlac Agricultural University)  
Camiling, Tarlac Phils. | June 2001 - Dec 2002*  
*Industry: Education*

Provided general secretarial support to the Dean of College of Engineering:

typing correspondence | filing of documents | set up meetings | answered telephone calls | routing of documents | handled incoming and outgoing documents | other tasks assigned from time to time.