



CHEYENE MIRAPLES Soft Service
Executive Assistant | Administration Manager

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Kingdom of Bahrain

Field of Expertise: Office Administration / Facility Management / Soft Service / General Cleaning

A confident and result driven professional that has 5+ years' experience in Facility Management (Cleaning Operations) as Executive Assistant to the General Manager and Administrative Manager. Deals to all operational and administrative requirement of the Project in line to the Client's Contractual obligations and supports General requirement of the General Manager. Possessed with high-in sights and interpretations to implement and seek continues quality control and high standard of deliverables. Has full knowledge of operational ERP, Contracting, Roster, Periodic Schedules, and adherence to the ISO 9001:2015 Quality Management System Audits and Implementations. Craving with the new challenges and consistently impressing employers which has resulted in fast-track advancement to more senior positions.

Career Objectives;

A dedicated individual excited to be part of an organization's constituent and wished to leverage my passion and potentials to bring a high-end contribution in an organization and become a valuable asset.

Profile Summary

- ✚ 5+ years' experience in Administration and Operational Cleaning Services
- ✚ Administration Manager to 10+ Group Departments, 5+ Divisions with 2000+ employees
- ✚ An effective communicator and establishing relationships towards Clients, External Partners, Vendors and all Management Executives.
- ✚ Proven track records of establishing processes & SOPs, developing ERP Software designed for operational workflow, processes and business requirements.
- ✚ Worked with esteemed set of clientele such as Bahrain International Airport, King Hamad University Hospital, Oncology Center Bahrain, Majid Al Futtaim, City Center, Golden Horizon Bahrain World Trade Center, Dragon City, Seef Malls, Al Hilal Hospitals, Carrefours, Lulu Hypermarkets, etc.
- ✚ Outstanding Staffing/Human Resource Management in line of business continuity plan.
- ✚ Excellence in budget plan of Capital Expenditures and Operational Expenditures.
- ✚ Experienced in proposal presentations for new leads.
- ✚ Secretarial Licensure Certificate holder Bahrain Campus Institute
- ✚ Excellence Secretarial Management
- ✚ Perform High Standard Quality Audit for Cleaning outputs and overall deliverables and implement preventive measures.

Areas of Expertise

HR/Staffing Management	Audit Tools and Preparations	Administrative Management	Scheduling Rosters
Mobilization & Demobilization Process	Tendering/New Proposals/ Presentations	S.O.P & Method Manuals	
Diverse Projects	Client & Public Relations	Quality Measurement Matrix	Quality Compliance & Audits
Contract Agreements & Proof Reading	Enterprise Resource Planning (ERP)	Trainings & Developments	

Educational Background

- Bachelor of Political Science
Third year of Study
- Secondary Curriculum Diploma
Puerto Galera National High-School
- Puerto Galera Central School

Personal Details

Date of Birth:	25-01-1996
Gender:	Female
Marital Status:	Single/Unmarried
Country of Origin:	Philippines
Nationality:	Filipino
Passport No.:	P7561866A
Passport Expiry:	15.06.2028
Issue of Authority:	Government of the Philippines
Dialect Spoken:	English/ Filipino
Driving License:	Valid License

Work Experiences

[01-10-2022 - Present] – Administration Manager – Executive Assistant to General Manager
Quick Zebra Services – Dreamgroup W.L.L
Project Domain: Soft Service Provider with over 2000+ employees and 100+ Projects

People Management / Leadership

- Establish Staff welfare programs and practices to ensure well-being of employees are secure even in huge work force diversity.
- Conducts staffs counseling and identifying occurring problem of staffs and conduct motivational programs and practices.
- Implement methods to engage staffs for company's campaign, practices and programs and keep motivational factors encouraging the staffs to perform in the most effective manner.
- Conducts staff recruitment orientations regarding company terms, policy and regulations.
- Handling mobilization of new arrival staffs, arrangement of trainings and deployment to the allocated sites.

Contract/Business Management

- Understanding of the importance to managing a site and the services provided including the ability to calculate rewards and penalties of meeting/not meeting KPIs.
- Ensuring contract is being delivered in a cost-effective way for the client and company through Audits and Trainings
- Source new leads, prepare presentations to market and win new contracts.
- Minimize employees turn-over in line with business continuity plan.

Administrative Management

- Support administrative task and advisor to General Manager
- Point of contact to all the executives, employees, clients, and other external partners and responsible for assisting average of more than 50+ mails and attending average of 200+ calls in a day.
- Administration Manager to 10+ Group Departments, 5+ Divisions, handling administrative and cleaning operational support to more than 100 projects with more than 2000 employees,
- Coordinates, review and approve payroll with verifies other related service payments of employees,
- Main coordination to HR department, Marketing, Finance & Accounts and Legal Department for any related important matters links to General Manager
- Regular coordination with Maintenance team, logistics and service department daily operational requirement
- Conducts administrative performances evaluations and continues administrative training against daily challenges and develop standard operating procedures.
- Compose memorandums, letters and other official documents on behalf of the General Manager or company.
- Composing contract agreements, amendments and proof reading
- Develop and identify root cause analysis of defective workflow procedures.
- Scheduling calendars and meeting of the General Manager
- Collaborate with Managers for tender proposals and prepare contracts.
- Hands on support to site cleaning operations requirements and conduct gap analysis.
- Deals with employee's legal cases

Financial Management

- Ensuring that all costs and expenditures area within the budget aligned and leveled agreed between the Client and the Company.

Public & Client Relations

- Attending promotional events such as press conferences, open days, exhibitions, tours and visits.
- Collaborate with internal teams all departments and maintain open communication with senior management.
- Planning publicity strategies and campaigns
- Designing or project managing the production of visual communications and digital content
- Providing clients/colleagues with information about new promotional opportunities and current campaigns' progress.

Compliance Management

- Conduct Audits in adherence to QMS 9001:2015
- Prepare tools and conduct inspections, audits in adherence to Company, Project, Client Rules and Regulations.
- Create checklist tools to ensure quality are assured and standard operating procedures are being followed.

[15-01-2020 -31-09-2022] – Administration In Charge – Assistant to Project Manager

Quick Zebra Services – Dreamgroup W.L.L

Project Domain: Soft Service Provider with 624 cleaning crew in Bahrain International Airport

- Supports Project Managers general requirements
- Accountable for all integrated reports of cleaning progress and output
- Coordinates between site management, QZS head quarter, client and all ground employees for all administrative related activities.
- Performs Cleaning Audits and Inspection
- Organized meetings and prepare MOM
- Organized Function ie team building, staff awarding ceremonies
- Prepares Memorandum and announcements
- Prepare integrated Management Plan & reports with direct collaboration to HSE, Training, Compliance and Operations Department
- Monitors monthly budget and expenditures
- Monitors work progress and completion base on the monthly management plan
- Prepare consolidated Manpower – Man-days Report
- Prepares Payroll
- Process End of Service, Leave and Visa Renewal of employees.

Trainings & Certifications

- ISO 9001:2015 Quality Management System Lead Implementer
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- ISO 14001:2015 Environmental Management System Awareness
- ISO 9001:2015 Quality Management System Foundation Internal Audit Awareness
- COSHH and Safe Use of Cleaning Chemicals
- COSHH Risk Assessor Certification
- COSHH Management Certification
- COSHH Management Certification
- Psychological First Aid
- Common Mental Health Issues in the Work Place
- Understanding motivation and motivational factors
- Clean Logic Hand Hygiene & Understanding PPE
- Clean Logic Bics Colour Coding System
- Clean Logic Chemical Hazards
- Secretarial Licensure

Technical & Microsoft Proficiency



Microsoft Excel ; Calculations, basic functions, Pivot Tables, Charts and Diagrams, Cell Formatting, Work-books and worksheets, Tables, running and maintaining macros, format and manage rules



Power Point; Creates visual presentations with transition effects. Diagrams, makes infographics slides and animations



Microsoft Word; Creating text documents, Editing and formatting existing documents, Graphical documents, creates letter head formats and brochures



Outlook; Draft and compose mails,

I hereby certify that the above mentioned details are truth with the best of my knowledge and belief.

Cheyene Miraples
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Al Hoorah Manama, Kingdom of Bahrain