



# MARIVI DAVID

ADMINISTRATOR

## PROFILE

A results-driven administrative specialist who takes the initiative in organizing daily operations and resolving service difficulties. Provides advanced problem-solving skills and insight into the complexities of administrative work and personnel management.

## WORK EXPERIENCE

### Tarlac Living Faith Academy

Office Administrator

MAY 2012-MARCH 2024

#### Administrative Management (Client Engagement)

- Managed the front desk team and helped promptly resolve workday issues to back up employees.
- Assisted clients and guests daily, providing exceptional service and effective problem-solving.
- Handled external and internal clients' concerns, such as feedback, and complaints received by phone, email, or personal meetings.
- Fostered positive relationships with clients and stakeholders through effective communication and engagement.
- Build a system for office policies and procedures to achieve continuous improvement in customer experience and office efficiency.

#### Impact

- Modified customer service support system to reduce complaints by 10%.

#### HR/Personnel Management

- Organized and conducted recruiting events, explaining incentives and opportunities for enlistees.
- Managed employee relations concerns, such as disputes, grievances, disciplinary measures, and ensuring compliance with employment laws and regulations.
- Supervised the administration team by communicating job expectations, appraising job results, and disciplining employees.
- Mentored new staff on correct procedures, compliance requirements, and performance strategies.
- Provided guidance and empowered coordinators to make effective decisions consistent with the company's culture and values.
- Manage confidential information prudently.

#### Impact

- Build effective system workflow processes to devise and implement solutions that achieve greater productivity and personnel performance.

#### Financial Management

- Monitored the financial budget and approved account receivables, invoices, payments, procurement purchases, and payroll.
- Supervised and tasked employees, including payment coordinators, billing coordinators, and office clerks.
- Established and managed the annual budget, ensuring efficient allocation of resources and optimizing ROI.
- Hosted board meeting agenda, provided related documents, and discussed monthly financial reports.

#### Impact

- Enabled to increase revenue by 15% and customer gains with successful strategic planning and decision-making.

## CONTACT

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Marina First Building  
Promenade, Dubai

## EDUCATION

1989-1994

TARLAC STATE UNIVERSITY

- Bachelor of Science in  
Business Administration  
Major in Accounting

## SKILLS

- Operational and Financial Management
- Project Management
- Customer Relationship Building
- Training and Development
- Facility Management
- Event Planning & Management
- Team Leader
- ICT Literacy

## ACHIEVEMENTS

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Outstanding Director Award

- International Champions for Education (ICE), 2021

## LANGUAGES

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- English (Fluent)
- Tagalog (Native Language)

## AFFILIATION

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International Champions for Education (ICE), Executive Secretary

## LOCATION TYPE

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On-site

## EMPLOYMENT TYPE

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Full-Time Contract

## LOCATION (ON-SITE)

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Dubai, United Arab Emirates

## START DATE

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Immediately

### Meeting and Event Coordination

- Conceptualized the annual calendar of events, and activities of the organization.
- Oversee logistical details such as event setup, venue, signage, stylist, seating arrangements, and audiovisual equipment setup
- Coordinate transportation, and accommodation, travel documents for attendees, speakers, and VIPs if necessary.

### Impact

- Successfully delivered memorable experiences that achieved organizational objectives and positive impression on all stakeholders.

### Office Maintenance Management

- Monitor and maintain the overall cleanliness and functionality of building/office facilities.
- Perform routine inspections of the office premises to identify and address maintenance needs promptly.
- Maintain an inventory of office supplies, maintenance tools, and equipment and order and restock supplies as necessary to ensure availability.

### Impact

- Provided a conducive environment that boost employee morale, satisfaction, and overall well-being, leading to increased productivity and job satisfaction.

### MIGRANT FORUM IN ASIA

Administrative Officer Secretariat

October 2010 to April 2012

### South East Asian Committee For Advocacy (SEACA)

Technical Administrative

August 2006 to Dec. 2007

- Greeted visitors and appropriately directed them to designated areas.
- Screened incoming calls, inquiries, and requests by taking messages and forwarding them to relevant staff.
- Received and sorted incoming communications and delivered correspondence to target recipients to boost productivity.
- Planned office events by reserving venues, communicating schedules, and coordinating setup.
- Booked and paid for business travel and accommodation, communicating booking information to relevant staff.
- Attended and captured meetings' minutes, utilizing short-hand formats to record discussions and conclusions.
- Identified office equipment malfunctions and scheduled maintenance activities with repair teams to restore functionality.
- Supervised office cleanliness and place orders for supplies as needed.
- Managed disbursements including salary, (payroll), incentives and insurance of staff
- Managed bank transactions (deposits & disbursements)