



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

+971585198174

dmarivz0812@gmail.com

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

- Outstanding Director Award
- International Champions for Education (ICE), 2021

LANGUAGES

- English (Fluent)
- Tagalog (Native Language)

AFFILIATION

International Champions for Education (ICE), Executive Secretary

LOCATION TYPE

On-site

EMPLOYMENT TYPE

Full-Time Contract

LOCATION (ON-SITE)

Dubai, United Arab Emirates

START DATE

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)