

JHOANNA MAURICIO

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B14 L48 San Isidro Heights Subdivision, Brgy. San Isidro, Cabuyao City, Laguna

SUMMARY OF QUALIFICATION

A Resourceful professional with a unique background as an Executive Assistant/Administrative Assistant at a Japanese Construction company and a Store Operation Manager at a convenience store. While lacking direct Virtual Assistant experience, I bring adaptable communication, strong time management, and a problem-solving mindset. My transition between industries demonstrates my adaptability, and my attention to detail, customer-centric approach, and tech proficiency ensure effective virtual support. Eager to leverage my diverse skills and learn swiftly in the virtual realm.

KEY COMPETENCIES

Effective Communication
Time Management
Adaptability

Client-centric Approach
Tech Proficiency
Organizational Skills

Independent Initiative
Learning Agility
Operations management

PROFESSIONAL EXPERIENCE

Conex Prime Inc.

June 2023 - Present

Executive Assistant/Admin Staff

Played a pivotal role in supporting daily operations, fostering effective communication, and ensuring the seamless coordination of tasks. With a keen eye for detail and a dedication to providing exceptional service, I contributed to the success of the company by performing a range of crucial functions:

- **Document Management:** Maintained accurate records and organized documents, contracts, and reports, streamlining information retrieval and promoting a well-structured work environment.
- **Administrative Support:** Assisted in the preparation of presentations, reports, and proposals, contributing to the overall efficiency of decision-making processes and project execution.
- **Confidentiality Maintenance:** Upheld strict confidentiality in handling sensitive information, earning the trust of executives and colleagues alike.
- **Cultural Sensitivity:** Leveraged my cultural awareness to facilitate effective communication and interactions with Japanese business partners, fostering positive working relationships.

Perpet Pilipinas Corporation

June 2020 - June 2023

Store Operation Manager

Excelled in overseeing daily operations, managing a team, and providing exceptional customer service in a fast-paced retail environment. Through my proactive approach and strong leadership, I contributed to the success of the store by fulfilling a range of responsibilities:

- **Team Leadership:** Led a diverse team of employees, fostering a collaborative and motivated work atmosphere that resulted in increased employee engagement and performance.
- **Operational Efficiency:** Streamlined operational procedures, resulting in reduced wait times, improved checkout processes, and enhanced customer satisfaction.
- **Financial Oversight:** Monitored sales trends, tracked expenses, and managed cash handling processes, contributing to the store's profitability and financial stability.
- **Training and Development:** Conducted regular training sessions for staff members, equipping them with essential product knowledge, customer service skills, and operational best practices.

Eatlink Convenience Store**Aug 2019-March 2020****Store Operation Manager**

Excelled in overseeing daily operations, managing a team, and providing exceptional customer service in a fast-paced retail environment. Through my proactive approach and strong leadership, I contributed to the success of the store by fulfilling a range of responsibilities:

- **Customer Service Excellence:** Maintained a customer-centric approach by promptly addressing customer inquiries, resolving concerns, and ensuring a positive shopping experience.
- **Compliance Adherence:** Ensured adherence to safety and health regulations, company policies, and legal requirements, promoting a secure and compliant store environment.
- **Scheduling and Staffing:** Created schedules and managed staffing levels to ensure adequate coverage during peak hours, effectively balancing workforce availability with store demands.

Eatlink Convenience Store**April 2017 - July 2019****Store Sales Associate**

Played a vital role in ensuring smooth daily operations, delivering outstanding customer service, and maintaining a well-organized store environment. Through my commitment to excellence and teamwork, I contributed to the overall success of the store by fulfilling a variety of responsibilities:

- **Customer Interaction:** Interacted warmly and attentively with customers, addressing their inquiries, assisting with product selection, and providing a positive shopping experience.
- **Promotions and Specials:** Informed customers about ongoing promotions, discounts, and special offers, enhancing their shopping experience and encouraging sales.
- **Team Collaboration:** Worked collaboratively with colleagues to ensure smooth shifts, cover breaks, and assist with tasks as needed to create a positive team atmosphere.

EDUCATION

University Perpetual Help System-DALTA

Senior High School Graduate

CERTIFICATION

Freelance Academy**October 2022****Virtual Assistant Social Media Marketing Course**

includes Social Media Marketing, Algorithm, Content Creation, Basic Video Editing, Lead Generation, SEO, and Facebook Ads.

Freelance Academy**October 2022****Real State Virtual Assistant Course**

includes Administrative tasks, Social Media Marketing, Listing Management, transaction Coordination, CRM's and Apps, and Real State process.
