



HAZEL JOAN MAE E. SAN JUAN

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PROFESSIONAL EXPERIENCE

February 2018 – Current

Address : Unit 4 & 5, 5th floor BEC Bldg., Macaria Business Center, Carmona, Cavite 4116
www.labivf.com / www.labquipasia.com

LabIVF Philippines is a pioneer provider of advanced fertility care products, specializing in assisted reproduction technology (ART) and cryogenics in the Philippines.

Labquip is a specialized laboratory equipment supply house. In the same business for over 30 years, we have grown to have offices and staff in 8 countries of Asia, and still growing. Our clients are the Research Institutes, Hospitals, Schools, Regulatory Bodies, Industrial and Commercial Testing Labs.

Position : Operations Manager

As Operations Manager

- Oversee office operations and administrative staff members
- Develop and implement strategic operational plans to align with the company's overall objectives
- Identify and analyze operational challenges, proposing effective solutions to enhance productivity and efficiency
- Collaborate with senior management to set operational goals and objectives.
- Lead and mentor a team of operational staff, fostering a positive and collaborative work environment
- Optimize resource allocation to ensure efficient utilization of manpower and materials.
- Oversee inventory management, procurement, and vendor relationships.
- Monitor budgetary constraints and work towards achieving cost-saving objectives.
- Act as a liaison between different teams to promote cross-functional collaboration.
- Delegates tasks and tracks progress on projects
- Hires, trains, and evaluates employees, takes corrective action when necessary
- Works with accounting and management team to set budgets, monitor spending, and processing payroll and other expenses.
- Directly meets with the CEO and other Key personnel for discussion of future business partnership

Acts As Product Manager (IVF – In Vitro Fertilization)

- Recommends the nature and scope of present and future product lines by reviewing product specifications and requirements; appraising new product ideas and/or product or packaging changes.
- Determines customers' needs and desires by specifying the research needed to obtain market information
- Provides information for management by preparing short-term and long-term product sales forecast and special reports and analysis; answering questions and requests.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.

February 2015 – June 2016

Address : 1st Floor Ahmed Bin Ali Business Center, Doha, Qatar:
www.rizzanideccher.com

RLR is a joint venture between Italy's Rizzani De Eccher S.p.A. – S.Korea's Lotte Engineering and Construction Co., Ltd. – Redco International Trading and Contracting WLL from Qatar, for the construction of the Red Line North EAG Metro project in Doha, State of Qatar.

Scope of works of the RLR Consortium include Ramps, Segmental Viaduct, Station works (Elevated and At Grade) with related traffic and utilities diversion works.

Project : **Design and Build Project - Red Line North – Elevated At Grade (Qatar Rail), Doha, Qatar**

The Doha Metro is part of the Qatar Integrated Railways Program (QIRP). The Red Line North Elevated and At-Grade section of the network runs from the trough adjacent to Doha Gulf Club (chainage 25+287) to Lusail Centre and terminates at chainage 31+950.

The scope of work will include design and construction of all civil engineering and building work for this section of the Metro network including elevated structures, at-grade sections, cut and cover tunnel, one at-grade station, one elevated station and stabling areas

Position : Sr. Document Controller / Site Administrative

As Site Document Controller/ Site Administrative

- Act as Site Office Design Coordinator of the Engineering Department
- Proficient in using Aconex Database System
- Draft site documents, correspondences, forms as instructed by Project Director, QA/QC Engineer for QA/QC and Laboratory Report Submittal. Involves on all QA/QC Reportorial.
- Create, keep and maintain correspondences; drawing, document and material submittal and material inspection; inspection request, procurement documents, registers and/or control logs for all incoming and outgoing files/correspondences, memorandum per project for easy reference and tracking.
- Prepares inspection request, material submittal, material inspections, request for commencement of activity, soil and concrete samples, method statements with its attachments, schedule of beams and cubes for crushing, stages/phases of on-going works.

- Tracks and keeps updated all site activities as to approved, approved as noted and rejected inspections and keep these posted to Engineers for their information and actions.
- Receives and distributes approved documents i.e. inspection request, drawings, material submittal, material inspections, request for commencement of activity, method statements and distribute to appropriate staff, site engineers, administrators and subcontractors.
- Coordinate with site engineers, third party agency, site administrators, consultant and subcontractors for any project issues and concerns
- Assists site engineers, consultant, secretary, administrator for documents/paper works needed during the meeting.

January 2014 – December 2015

Address : 1st Floor Ahmed Bin Ali Business Center, Doha, Qatar:

www.rizzanideccher.com

Company : Rizzani de Eccher USA, Inc.

Project : **US Air Forces – Blatchford Preston Complex Phase II**

Al Udeid Air Base, Al Udeid, Qatar

The **BPC II Project** consists of the construction of a 6000 square meter warehouse for food storage, two dormitory buildings; each two stories with 192 sleeping rooms, and various site works (sidewalks, drainage and utilities).

Project : **US Air Forces – Facility Replacement Project**

Al Udeid Air Base, Al Udeid, Qatar

The **Facilities Replacements** project consists of the construction of;

- One Aircraft Hangar to hold two "Boeing 707 sized" aircraft (6700 SM or 72,092 Sq Ft)
- A very large Aircraft Maintenance building (9300 SM or 100,068 Sq Ft)
- A building for Fuel Systems Maintenance
- A two story Security building
- Two transformer buildings
- Fire water supply tanks and attached Pump house
- Various site works (roads, drainage and utilities).

Position : Resident Management System (RMS) Administrator cum Document Controller

As RMS Administrator

- Monitored Quality Control (QC) Program. Generated daily manpower, quality control and safety reports and send them to the US Army Corp of Engineers through RMS.
- Reviewed pay requests to ensure correct quantities of accepted work and materials onsite.
- Established and maintained a working relationship with project client, US Army Corp of Civil Engineers. Evaluated and analyzed their issues and concerns, provided feedback, coordinated and expedited timely solutions.

As Site Document Controller/ Site Administrative

- Act as Site Office Coordinator of the Project
- Consolidates Projects monthly reports
- Draft site documents, correspondences, forms as instructed by Project Director, QA/QC Engineer for QA/QC and Laboratory Report Submittal. Involves on all QA/QC Reportorial.
- Create, keep and maintain correspondences; drawing, document and material submittal and material inspection; inspection request, procurement documents, registers and/or control logs for all incoming and outgoing files/correspondences, memorandum per project for easy reference and tracking.
- Prepares inspection request, material submittal, material inspections, request for commencement of activity, soil and concrete samples, method statements with its attachments, schedule of beams and cubes for crushing, stages/phases of on-going works.
- Tracks and keeps updated all site activities as to approved, approved as noted and rejected inspections and keep these posted to Engineers for their information and actions.
- Receives and distributes approved documents i.e. inspection request, drawings, material submittal, material inspections, request for commencement of activity, method statements and distribute to appropriate staff, site engineers, administrators and subcontractors.
- Assists site engineers, consultant, secretary, administrator for documents/paper works needed during the meeting.

October 2010 – Dec. 2013

Address : 1st Floor Al-Fardan Bldg., Doha, Qatar

www.rizzanideccher.com

Company : Rizzani de Eccher USA, Inc.

Project : **US Air Forces – Facility Replacement Project**

Al Udeid Air Base, Al Udeid, Qatar

The **Facilities Replacements** project consists of the construction of;

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- A building for Fuel Systems Maintenance
- A two story Security building
- Two transformer buildings
- Fire water supply tanks and attached Pump house
- Various site works (roads, drainage and utilities).

**Position : Document Controller / Site Accountant & Site Procurement Officer
Office Coordinator**

As Site Document Controller/ Site Administrative / Project Coordinator

- Act as Site Office Coordinator of the Project.
- Consolidates Projects monthly reports
- Draft site documents, correspondences, forms as instructed by Project Director, QA/QC Engineer for QA/QC and Laboratory Report Submittal. Involves on all QA/QC Reportorial.
- Create, keep and maintain correspondences; drawing, document and material submittal and material inspection; inspection request, procurement documents, registers and/or control logs for all incoming and outgoing files/correspondences, memorandum per project for easy reference and tracking.
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- Tracks and keeps updated all site activities as to approved, approved as noted and rejected inspections and keep these posted to Engineers for their information and actions.
- Receive and distribute approved documents i.e. inspection request, drawings, material submittal, material inspections, request for commencement of activity, method statements and distribute to appropriate staff, site engineers, administrators and subcontractors.
- Coordinate with site engineers, suppliers, site administrators, consultant and subcontractors for any project issues and concerns
- Act as the key person in monitoring all site activities of the project making sure that no stage of plans/works misses up.
- Prepares timecards for all staff and manpower on site as basis for their monthly salary

As Site Accountant

- Checks & validates documents/billings for payment for all independent laboratories, suppliers and batching plant making sure that billings/charges are valid and work has been performed and/or delivered prior to payment of accounts.
- Handles Site Petty Cash
- Checks and validates subcontractor manpower hours, monthly rental equipment statement of accounts prior approval to payment of accounts.
- Maintains site office equipment.
- Prepares material requisition and purchase order.
- Keeps accountable forms for the site project.

As Site Procurement Officer:

- Communicates/follows-up supplier for all pending quotations and stock deliveries for the project.
- Prepares quotation analysis for BOQ and direct suppliers for final approval from Deputy Director.
- Negotiate suppliers for delivery period, payment terms and discounts for mass purchases.
- Monitors and maintain LPO and MR register, sees to it that all no pending/missed orders from supplier which will result to stoppage of site works/activities.

May 2009 – March 2010

**Administrative Secretary
STRACONS INTERNATIONAL INC.
Pasig City**

Job Responsibilities:

Priorities:

- Assist to relieve the company Administrative Management in detailed implementation of policies and procedures.
- Coordinate work flows in all Departments and sections.
- Update and chase delegated tasks to ensure progress of work delivered on deadlines.
- Take initiatives of taking all coordination during the manager's absence.
- Keep the office deliverable on scheduled.
- Maintain and implement office documentation procedures to ensure the process in consistency and accuracy.

Communication:

- Compose internal and external correspondences and reports for higher authority's information or approvals.
- Arrange essential mail, calls, and meetings in priority action orders for the superiors.
- Check deadlines and schedules to avoid delays of priority workloads.
- Process and prepare replies to correspondences on own initiative or from superior's dictation or notes.
- Research; prepare drafts and final abstract of company activity reports.

Phone:

- Handle company service inquiries within.
- Arrange "callbacks" to protect superior's time.
- Provide back-up materials for callbacks.
- Route calls elsewhere as needed.
- Do phone surveys/inquiries as needed.

Confidentiality:

- Maintain the secrecy and delicate information of the company.
- Assure discreet handling of all company business.

September 2008 – May 2009

Customer Service Representative

Sparks Research and Marketing Inc.
7th flr. Hanston Bldg., Emerald
Ave., Ortigas Center, Pasig
City, Philippines

Job Responsibilities:

- Receiving and placing telephone calls
- Maintains solid customer relationships by handling their questions and concerns with speed and professionalism
- Performs data entry and uses software programs

March 2008 – September 2008

Front Desk Coordinator

Pazifik Power Inc.
Makati City, Manila, Philippines

Job Responsibilities:

- Politely and hospitably receives company visitors, guest and clients at the reception or lobby area.
- Greets and directs all guest and visitors, including vendors, clients, job candidates and customers.
- Ensures completion of paperwork, sign-in for security and safety procedures.
- Handles special administrative task, as well as overflow work from department and executive assistants
- Receives and Handles incoming calls.
- Assist other administrative staff with overflow work including word processing, data entry and internet research tasks.

April 2007 - February 2008

**Administrative Assistant Brown-
Forman Corporation**
Makati City, Philippines

Job Responsibilities:

Administration

- Provides a full range of administrative, clerical and office support including, but not limited to:
- Word processing production- for variety of executive team members
- Manages calendars
- Assists in phone reception for executive and administrative departments
- Prepares and coordinate mail, faxes and express packages
- Provides filing assistance
- Provides clerical/administrative support, including the composition and preparation of routine correspondence and presentations using computer software applications
- Prepares and maintains telephone directory and other company information
- Performs photocopying and other production services
- Prepares and maintains Administrative Assistant procedures.
- Maintains training curriculum and provides training to back-up personnel
- Advises supervisor of any issues to ensure excellent customer service

Facilities and Meetings

- Provides a full range of support including assistance with scheduling, word processing and reception and facilities needs as needed
- Advises supervisor of any issues to ensure orderly and efficient administrative Operations

Project Support

- Support project manager including preparation of documents and follow-up on timelines and deliverables
- Attend project meetings and prepare meeting minutes and action items
- Participate on cross-functional teams

SKILLS

- ✓ Strong attention to details and process oriented.
- ✓ Communicates effectively and responsibly both oral and written to different levels of organization.
- ✓ Excellent with interpersonal communication and problem solution skills.
- ✓ Ability to multi-tasking.
- ✓ Ability to maintain composure and work efficiently in a fast paced and pressured environment.
- ✓ Proficient in office administration/supervision, clerical and secretarial works and can handle effectively Operations Works.
- ✓ Operates printer, fax, binding machine, scanner
- ✓ Highly proficient in using MS Office applications and computer languages such as Microsoft Word, Excel, Power Point, Outlook, Acrobat (Pdf), Google Suites
- ✓ Basic knowledge in AutoCad, Photoshop
- ✓ Proficient in Aconex, Xero software

EDUCATIONAL BACKGROUND

UNIVERSITY **Bachelor of Science in Business Management (Office Administration)**
Philippine Christian University

Bachelor of Science in Hotel, Restaurant and Institution Management
Arellano University

SEMINARS ATTENDED

March 2024	Lead Leadership Talk
March 2024	Research Communication
March 2024	Advanced Financial and Skills for Non-Finance Professionals
March 2024	Financial Literacy and Investment
March 2024	Cooperative Management
March 2024	HR Recruitment Competency Based Interview Introduction to Human Resource Management
March 2024	Introduction to Cloud Computing for Application Development
February 2024	Short Course on Basics of Resilience University of the Philippines Open University Resilience Institute
October 2022	PNS ISO / IEC 17025: 2017
June 2021	Sales Training Level 2 for IVF Equipment
May 2015	Basic First Aid and CPR Training