

MIKAA SUGUI

GENERAL ADMINISTRATIVE ASSISTANT

CONTACT

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📍 Bacolod City, Philippines

SKILLS

- Recordkeeping & Filing
- Workflow Optimization & Reporting
- Invoice Processing & Reconciliation
- Data Entry & Data Management
- Accuracy & Attention to Detail
- Quality Assurance & Compliance
- Time Management & Problem-Solving
- SOP Development
- Google Workspace & Microsoft Office
- Photo, Music & Video Editing (Adobe, Canva, CapCut, PowerDirector)

PROFILE

Efficient Administrative Assistant with proven experience in coordinating administrative tasks, organizing documentation, and ensuring smooth office workflows. Recognized for accuracy, reliability, and strong attention to detail.

WORK EXPERIENCE

Pathcutters Phils. Inc.

2023 - PRESENT

Logging Operations Assistant

- Update customer excel trackers with packing photo data of logs, verifying consistency with email details and attachments, including container specifications (max weight, tare weight, seal number) and log quantities.
- Entered container gross weight into the system and ensured accuracy by cross-checking system net weight with customer trackers.
- Prepared Verified Gross Mass (VGM) documents from email attachments, verifying container identification and compliance with weight limits, and maintained accurate docket number records in the trade weight register.
- Accurately entered inbound stock log data and sand data into customer tracker, utilizing information from email sent and weighbridge documentation. Data entered included weighbridge docket numbers, container entry and exit times, vehicle registration, product codes, grades, lengths, and container gross, tare, and net weights.
- Processed ECIR (Empty Container Inspection Record) and GPPIR (Grain And Plant Product Inspection Record)document data by updating trackers from email attachments, verifying container remarks for pass/fail status, and accurately filing records in respective customer shipment folders.
- Conducted Japanese Agricultural Standard (JAS) measurements of logs using the Timbeter system, ensuring precise ruler placement and data accuracy, and recorded results in customer trackers under respective shipment numbers.

Finance Administrative Assistant

2023 - PRESENT

- Ensured billing accuracy by cross-checking job charges in the system against pricing guidelines.
- Reviewed management-approved invoices and generated final invoices for completed customer jobs.
- Ensured accurate and timely delivery of invoices to respective customers, supporting smooth billing processes.

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CERTIFICATES

Freelance Academy

June 2025

- **Social Media Marketing Course**
(Social Media Marketing, Algorithm, Content Creation, Basic Video Editing, Lead Generation, SEO, WordPress and Facebook Ads)
- **Real Estate Virtual Assistant Course**
(Administrative Tasks, Social Media Marketing, Listing Management, Transaction Coordination, CRM's and Apps, Real Estate Process)



WORK EXPERIENCE

Pathcutters Phils. Inc.

2023 - PRESENT

Bookings Clerk (Import / Export)

- Updated empty container status in the system and sent confirmation emails to customers to ensure accurate and timely communication.
- Updated the system to reflect the transfer of empty containers from the hub to the container park
- Entered both import and export booking data into the system based on customer emails and cartage advices, with or without Electronic Delivery Orders (EDOs), verifying all shipment details including customer information, job and shipment type (e.g side loader requirements), client reference numbers, vessel/voyage data, departure and arrival locations, container specifications (number, gross weight, seal, ISO/cargo codes), dehire days, and special instructions; sent timely booking confirmations to customers upon completion.
- Created export vessel schedules by tracking vessel movements in OneStop across multiple ports (DP World, Patrick, Hutchison), and updating vessel voyage details to ensure accurate planning and coordination.

Administrative Assistant

2023 - PRESENT

- Created detailed playbooks outlining step-by-step procedures for key operational tasks, enabling team members to perform duties accurately and independently without supervisory oversight.
- Edited training videos by adding intros and outros and ensuring subtitles and captions were precisely timed and aligned with spoken content for clarity and accessibility.

Lopues Value Store Hinigaran

MAR 2019 - DEC 2022

Audit Incharge / Office Incharge

- Monitored and managed unattended items at counters and sales areas, ensuring proper handling to maintain store organization, enhance customer experience, and support loss prevention.
- Performed daily inventory checks of selected items, including milk, cigarettes, canned goods, eggs, and alcoholic beverages, to ensure stock accuracy and availability.
- Verified, organized, and maintained documentation such as warehouse receipts, stock transfer receipts, and withdrawal slips to ensure accuracy, compliance, and efficient record management.
- Entered utility data into electricity and water excel trackers and maintained organized filing of corresponding bills for accurate records management.

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WORK EXPERIENCE

Lopues Value Store Hinigaran Audit Incharge / Office Incharge

MAR 2019 - DEC 2022

- Issued cash vouchers and signed receipts for store expenses, including gasoline for trucks and motorcycles, as well as requisition slips, ensuring accurate documentation and accountability.
- Conducted quarterly inventory of grocery and dry goods items and investigated discrepancies to identify and resolve negative stock differences.
- Prepared price canvassing reports in excel and submitted findings to management to support informed purchasing and pricing decisions.
- Conducted monthly checks of all grocery items to monitor expiration dates, ensuring product quality, compliance, and customer safety.
- Inspected and processed returned items from customers to ensure accurate handling, proper restocking, and resolution of discrepancies.
- Calculated pricing for new and promotional items, including bundled offers with free goods, to ensure accurate pricing and maximize sales opportunities.
- Verified beer and carton purchases by customers to ensure accurate billing, proper inventory tracking, and compliance with store policies.
- Prepared reports on near-expired items to support timely inventory rotation, reduce waste, and maintain product quality.
- Issued delivery receipts for booked orders, ensuring accurate documentation and smooth transaction processing for customers.
- Updated prices for grocery and dry goods items, including price increases and rebates, according to supplier price lists to ensure accurate pricing and maintain profitability.
- Reviewed and verified customer accounts linked to Suki Cards to ensure accurate records, proper account management, and seamless transaction tracking.
- Monitored customer accounts to verify balances, track due dates, and calculate penalties, ensuring accurate billing and timely follow-up.
- Processed and verified employee payroll, reviewing DTRs and swipe monitoring slips for adjustments, attendance discrepancies, and day- off swaps to ensure accurate and compliant payroll administration.
- Prepared 13th-month pay reports for all employees, ensuring accurate calculations and compliance with company policies and statutory requirements.
- Prepared comparative inventory reports for grocery and dry goods items and conducted investigations on negative stock variances to ensure accurate inventory control and minimize losses.
- Processed and delivered daily financial records, including bank statements, deposits, store income and expenses, card settlements, and petty cash, to support accurate bookkeeping and financial management.
- Served as a cashier reliever as needed, ensuring uninterrupted service and smooth transaction processing.

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WORK EXPERIENCE

Lopues Value Store Hinigaran Audit Staff

JAN 2017 - MAR 2019

- Calculated and set prices for new items to ensure accurate pricing and maintain profitability.
- Sorted and filed documents, including grocery letters and warehouse receipts, to maintain organized records and support efficient administrative operations.
- Inspected and processed returned items from booked customers to ensure accurate restocking, proper documentation, and resolution of discrepancies.
- Verified customer purchases of beers and cartons to ensure accurate billing, proper inventory tracking, and compliance with store policies.

Warehouse Encoder

SEP 2016 - JAN 2017

- Received ordered items from various suppliers, verifying accuracy and completeness, and ensuring acknowledgment by the merchandiser for proper inventory control.
- Reported newly received items promptly for pricing to ensure accurate labeling and timely availability for sale.

Back Office Personnel

MAR 2016 - SEP 2016

- Managed daily system operations by opening the transaction system each morning and preparing it for the following day's transactions to ensure smooth store operations.
- Generated barcodes for new items to ensure accurate product identification, inventory tracking, and seamless checkout processes.
- Performed general administrative duties, including printing item talkers, creating promotional signage, sending emails, and ordering office supplies to support smooth store operations.
- Generated grocery requisitions and purchase orders, including protection orders and final bookings of the year, to ensure timely procurement and inventory readiness.
- Processed bad orders, including damaged and near-expired items, for return to suppliers to maintain inventory quality and reduce losses.
- Conducted daily inventory of bottled beers to ensure accurate stock levels, proper rotation, and timely replenishment.
- Assisted auditors in inventory control processes to ensure accurate stock records, compliance, and effective audit outcomes.
- Assisted and coordinated with the grocery team to optimize product placement, boost sales, and enhance in-store displays.
- Repaired and maintained computer units and grocery printers to ensure uninterrupted operations and reliable system performance.

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WORK EXPERIENCE

Lopues Value Store Hinigaran

NOV 2015 - MAR 2016

Cashier

- Balanced cash boxes by counting petty cash at the beginning and end of each shift, ensuring accurate cash management and accountability.
- Delivered positive customer experiences by providing fair, friendly, and courteous service, fostering customer satisfaction and loyalty.
- Promoted the store's Suki Card program to customers, encouraging enrollment and fostering customer loyalty.
- Processed returns and return-exchange transactions for walk-in and booked customers, ensuring accurate handling and customer satisfaction.
- Assisted customers by bagging purchased items as needed, ensuring convenience and a positive shopping experience.
- Maintained a safe and clean work environment by adhering to company procedures, rules, and safety regulations.