

# MARIA ESTELA OMAGTANG

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## PROFESSIONAL SUMMARY

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Results-driven Administrative and Virtual Assistant Professional with over 5 years of combined experience in executive support, legal office operations, and hospitality management. Demonstrated ability to manage complex calendars, coordinate high-volume communications, and deliver accurate data-driven reports using advanced Microsoft Excel. Known for maintaining a 95% client satisfaction rate and reducing operational turnaround times by up to 20%. Self-directed and highly adaptable, with a proven track record of performing with minimal supervision across fast-paced, remote, and in-person environments.

## PROFESSIONAL EXPERIENCE

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### Front Desk Specialist & Administrative Lead | *Sipalay City Resort* | Sipalay City, Negros Occidental

*January 2022 – Present*

- Directed end-to-end reservation workflows for domestic and international guests, overseeing check-ins, room allocations, and real-time itinerary adjustments to ensure seamless hospitality operations.
- Delivered exceptional customer service across high-volume phone and digital channels, achieving a consistent 95% guest satisfaction rate through calm, solution-focused problem resolution.
- Produced comprehensive monthly administrative and financial reports using advanced Microsoft Excel functions, maintaining 100% accuracy for senior management reviews.
- Streamlined corporate email correspondence with travel agencies, vendors, and key accounts, reducing average response turnaround time by 20% through systematic inbox management protocols.
- Coordinated multi-department scheduling, vendor bookings, and supply procurement, ensuring uninterrupted daily resort operations.

### Administrative Staff | *Law Office* | Meycauayan, Bulacan, Philippines

*2017 – 2019*

- Managed the principal attorney's digital inbox, triaging and prioritizing high-stakes legal documents, client inquiries, and court schedules with strict confidentiality and zero compliance incidents.
- Served as first point of contact for all client communications, handling sensitive phone inquiries and scheduling legal consultations while upholding professional discretion and attorney-client privilege.
- Compiled and synthesized monthly operational and case-status reports, delivering actionable insights to support executive decision-making and case planning.
- Maintained organized physical and digital filing systems for case documents, enabling zero-delay retrieval during active legal proceedings and court deadlines.

## CORE COMPETENCIES & TECHNICAL SKILLS

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**Virtual Assistance:** Calendar Management, Email Management (Inbox Zero), Appointment Scheduling, Travel Coordination, Executive Support

**Software & Tools:** Microsoft Office Suite (Excel – Advanced, Word, PowerPoint), Google Workspace (Docs, Sheets, Drive, Gmail), CRM Platforms

**Administrative Skills:** Data Entry & Database Management, Client Relations, Reporting & Analytics, Document Management, Content Coordination

**Soft Skills:** Active Listening, Problem-Solving, Time Management, Interpersonal Communication, Adaptability, Attention to Detail