PATRICA JOY PILAPIL

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LinkedIn URL | *Portfolio*

PROFESSIONAL SUMMARY

With over 5 years of experience in administrative support, operations, and customer service, I specialize in scheduling, coordination, and keeping daily workflows running smoothly. I've handled driver and client communications, shipment tracking, payroll support, and data management with accuracy and efficiency. My strengths include calendar management, organization, and problem-solving, with a strong focus on reliability and clear communication. I'm committed to helping teams stay organized, productive, and efficient.

KEY SKILLS

Scheduling | Calendar Management | Intake Coordination | Customer Service | Phone Communication | Data Entry | Appointment Setting | Time Management | Attention to Detail | Organization Skills | Problem-Solving | Reliability

PROFESSIONAL EXPERIENCE

Store Operations & Inventory Assistant
Family-Owned Variety Store | January 2024 – Present

- *Managed daily sales tracking and inventory monitoring for 200+ retail items, ensuring accurate stock levels and reducing stock discrepancies through consistent record updates*
- *Coordinated with 5–10 local suppliers, maintaining organized purchase records, delivery schedules, and inventory logs to support continuous product availability*
- *Handled 50–100 customer transactions daily, including inquiries, product assistance, and payment processing, ensuring smooth front-line store operations and customer satisfaction*
- *Maintained accurate manual and digital records of sales and inventory activity, supporting basic financial tracking and daily reporting for store operations*

Accounts & Operations Administrator
Sandstone Transport Pte Ltd | March 2026 – May 2026

- *Coordinated daily shipment updates with 15+ drivers and 100+ customers, ensuring timely service completion and accurate delivery tracking.*
- *Managed driver schedules, trip monitoring, and GPS tracking, supporting the successful completion of 500+ transport movements with minimal operational delays.*
- *Handled customer inquiries, service requests, and issue resolution, maintaining high service standards and improving communication efficiency.*
- *Maintained operational records, payroll data, and transport documentation, ensuring 100% accuracy in reporting and administrative processes.*

Customer Support Associate (Short-Term Experience)
Alliance Global Innovation | March 2026

- *Assisted in handling customer inquiries and basic support requests through phone and/or digital communication channels, ensuring timely response and professional interaction*
- *Supported data entry and updating of customer records, maintaining accurate and organized information for internal tracking and reporting*
- *Participated in onboarding and training activities focused on customer service processes, communication standards, and system navigation*
- *Gained exposure to a fast-paced BPO environment, strengthening skills in customer communication, multitasking, and problem-solving*

Trade Marketing & Merchandising Coordinator
Trade Marketing Solutions Inc. | May 2023 - December 2023

- *Managed product displays across assigned retail locations, ensuring 100+ SKUs were properly arranged according to brand guidelines and improving product visibility and compliance*
- *Monitored stock levels and prepared weekly Excel reports covering inventory movement and replenishment needs for 50+ product items, supporting accurate stock forecasting and supply planning*
- *Tracked sales performance trends and competitor activity across retail outlets, compiling insights into reports used for marketing and merchandising decision-making*
- *Coordinated with store personnel to ensure proper execution of merchandising standards and timely display updates, supporting consistent brand presentation across multiple locations*

Production Operations Supervisor
San Miguel Foods Inc. – Kambal Pandesal | January 2018 - December 2019

- *Supervised daily production operations and coordinated staff scheduling for a team of 10–20 production workers per shift, ensuring complete coverage of manpower needs and smooth workflow execution*
- *Monitored production output and quality control across multiple baking processes daily, maintaining consistent product standards and reducing operational errors through routine checks*
- *Trained and guided 5–15 new and existing team members, improving task efficiency, compliance with production procedures, and reducing onboarding adjustment time*
- *Coordinated workflow planning and task distribution across production lines, helping improve overall operational efficiency and timely completion of daily production targets*

Customer Service & Operations Coordinator
GABOS Food Venture Inc. (Got Burger?) | September 2014 – January 2018

- *Delivered high-volume customer service to an average of 80–150 customers per shift, handling inquiries, order processing, and complaint resolution to ensure fast and accurate service delivery*
- *Processed 100+ POS transactions daily, ensuring correct cash handling, order accuracy, and proper recording of sales data for end-of-day reconciliation*
- *Supported daily store operations, including inventory monitoring of 50+ food and beverage items, assisting in stock replenishment, and reducing item shortages during peak hours*
- *Coordinated with a small team of 5–10 staff per shift to maintain smooth workflow during peak service hours, improving order turnaround efficiency and customer satisfaction*

Pharmacy Operations & Inventory Assistant
Geslani's Pharmacy (GBCI) | April 2013 – September 2014

- *Assisted in dispensing 100+ prescriptions and OTC medication transactions daily, ensuring accurate fulfillment and supporting customer-facing pharmacy operations*
- *Managed inventory tracking and stock monitoring for 200+ pharmaceutical items, assisting in preventing stock shortages and maintaining organized shelf replenishment*
- *Processed daily POS transactions and sales records (50–150 transactions per day), ensuring accurate encoding of customer purchases and financial documentation*
- *Supported the pharmacist in verifying prescription details and organizing patient purchase records to maintain compliance and reduce dispensing errors*

Data & Administrative Operations Assistant
Geslani's Business Center Inc. | January 2011 – April 2012

- *Entered and updated 500+ client and business records monthly in MS Excel, ensuring 98% data accuracy, supporting reliable business reporting and documentation*
- *Organized and maintained 200+ confidential physical and digital files, improving retrieval efficiency and reducing document search time by approximately 40%*

- *Provided daily administrative and clerical support for a team of 5–10 staff members, assisting in encoding, filing, and record verification to maintain smooth office operations*
- *Verified and cross-checked encoded data against source documents to reduce errors and ensure compliance with internal documentation standards*

TECH PROFICIENCY

Productivity & Admin: *Google Workspace (Docs, Sheets, Drive, Calendar), Microsoft Office (Word, Excel, PowerPoint)*
Communication: *Slack, Zoom, Google Meet, Microsoft Teams, Calendly, WhatsApp*
CRM & Marketing: *HubSpot (basic), Meta Business Suite*
AI & Automation: *ChatGPT, Grammarly, Canva AI*
Design & Content: *Canva, CapCut*
Project Management: *Trello, Asana, ClickUp, Google Workspace Task Management*

EDUCATION

Bachelor of Science in Office Administration (Undergraduate)
University of Rizal System – Rodriguez Campus | Rodriguez, Rizal, Philippines | 2012

CERTIFICATIONS

- *General Virtual Assistant Mastery Course - Your Best Virtual Assistant - 2025*
- *Amazon FBA Guide: From Zero to Seller - Udemy - 2025*

REMOTE WORK READINESS

Internet: *PLDT Home Fiber 100 Mbps | Backup: Smart 5G mobile hotspot*
Power Backup: *Available mobile hotspot for connectivity during temporary outages*
Equipment: *Windows Desktop and Laptop | Noise-Cancelling Headset | HD Webcam*
Workspace: *Quiet home workspace suitable for phone calls, virtual meetings, and focused administrative work*
Availability: *Full-time | Flexible to work U.S. business hours, including EST and PST schedules*

LANGUAGES

English: *Proficient*
Filipino: *Native*