



# RACHELL MARTINEZ

## Administrative Officer

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Albay Bicol, 4509, Philippines

### ABOUT ME

I am a results-driven Administrative Professional with over 14 years of corporate experience and a year of working virtually as a systems-savvy Virtual Assistant. I specialize in organizing operations, streamlining workflows, and supporting business owners with tools like ClickUp, SAP BI, Google Workspace and Microsoft 365. Known for being proactive, detail-oriented, and reliable, I bring both structure and flexibility to every project I handle.

### CORE COMPETENCIES


- Strong interpersonal skills
- Proactive and self-motivated
- Exceptional organisational skills
- Attentive to details and result-oriented
- Proficient in all MS Office software and tools
- Time management
- Strong communication skills
- Customer service and problem-solving skills.
- Data management
- Ability to work independently
- Adaptability and flexibility to changing situations
- Teamwork and confidentiality

### TOOLS PROFICIENCY

- MS Office & MS 365 (Word, Excel, PowerPoint, MS Teams, and Outlook)
- Google Workspace (G-Drive, Spreadsheet, Forms, Docs, Slides, Calendar, and Gmail)
- ClickUp, Wix, OpenSign, MassageBook and SAP BI
- Slack, Zoom, Skype, WhatsApp, Viber, Telegram, Discord
- Canva, Capcut
- ChatGPT, Grammarly

## WORK EXPERIENCE


### Virtual Assistant – Systems & Admin Support

 2024 – Present

- Set up and managed ClickUp workspaces: dashboards, task views, templates
- Created SOPs for onboarding, admin processes, and recurring tasks
- Built automation flows from Google Forms & website to ClickUp
- Handled content scheduling, file organization, and backend coordination
- Updated Wix website and tracked bookings via MassageBook
- Created Canva materials for social media and client documents

### Administrative and Risk Officer


#### AEON Credit Service Systems (Philippines) Inc.

 September 2020 – Present

- Managed office operations, supplies, scheduling, and leasing
- Processed purchase orders via SAP B1 and implemented internal policies
- Created administrative manuals and coordinated risk reporting
- Trained staff on compliance and workplace safety protocols

### Administrative Associate


#### AEON Credit Service Systems (Philippines) Inc.

 February 2019 – August 2020

- Provided daily admin support, managed team calendars, and internal coordination
- Handled document control, filing systems, and project tracking

### Administrative Aide VI (Optional)

#### National Nutrition Council – Government Sector

 October 2009 – December 2013

- Supported public health programs through admin, logistics, and documentation
- Scheduled meetings, organized records, and helped implement field activities

### Other Experience (2016–2019)

#### Payroll & Purchasing Roles

- Processed employee payroll and handled purchasing of medical supplies
- Ensured compliance and accuracy in documentation, reporting, and coordination

## EDUCATION

### Bachelor of Secondary Education

#### Major in Computer

Rizal Technological University

2003–2009