

MARLYN PADILLA B.Com

Administrative Assistant

LinkedIn: <https://www.linkedin.com/in/marlynpadilla83/>

Email: marlynpadilla031@gmail.com Cell: 613-894-5551 Location: Ottawa, ON.

SUMMARY

Highly organized and detail-oriented bilingual professional (English, Spanish) with over 5 years of experience in administrative support, internal customer service, logistics, and project management. Adept at managing office operations, coordinating schedules, and providing exceptional support to both staff and clients. Possesses strong communication, interpersonal, and time management skills. Eager to apply extensive experience and contribute to the efficient operation and success of an administrative team.

SKILLS SUMMARY

- **Advanced Office Skills:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint, Teams) and Adobe Acrobat, with advanced skills in Excel (formulas, macros, pivot tables) document formatting.
- **Administrative Expertise:** Over 5 years of experience in administrative support, including calendar management, meeting coordination, and travel arrangements.
- **Client Relations and Customer Service:** Experience in managing client relations and providing high-quality customer service.
- **Team Collaboration:** Proven ability to work independently and within a team environment. Excellent communication and interpersonal skills.

WORK EXPERIENCE

Customer Service Volunteer

By the Book, Greenboro Library, Ottawa, ON

2024 – Present

- Managing customer relations by addressing questions and resolving issues in a friendly and professional manner.
- Supporting By the Book's operations by organizing bookshelves, cataloging new donations, and maintaining a clean and welcoming environment.
- Contributing to the promotion of library programs and activities, increasing community engagement and participation.

Lotelhsa (Electronic Lottery of Honduras, S.A.) - A subsidiary of Canadian Bank Note Company, Ltd.

Tegucigalpa, Honduras

2007-2021

Technical Support Manager

2018-2021

- Coordinated weekly task planning, staff scheduling, and task delegation based on individual skill sets, optimizing productivity and fostering skill development.
- Supervised a team of 10 technicians, ensuring high-quality customer service across multiple locations.
- Provided administrative support to various departments, both remotely and in person, to resolve problems and provide basic IT assistance with cellphones, GPS, and applications used by the company to execute their jobs.
- Maintained records and files by organizing contracts from data providers, internal documents such as employee telephone contracts, deductions, and purchase orders.

- Provided tactical support by preparing key performance indicator reports and presenting them at monthly department meetings.
- Demonstrated critical thinking by analyzing contracts, resulting in a 50% reduction in data link costs.
- Offered operational support by developing installation plans for 1,200 point-of-sale systems annually and maintaining systems for 2,000 clients.
- Prepared annual budgets for the systems department and company cellphones, presenting proposals to the director and general manager for approval.

Administrative Supervisor - Systems Department

2015-2017

- Provided comprehensive administrative support, including managing confidential document filing and resolving technical problems for employees.
- Coordinated administrative tasks such as scheduling, drafting letters, and revising documents.
- Utilized sound judgment in reviewing and approving monthly bill payments.

Administrative Coordinator - Systems Department

2009-2014

- Coordinated meetings with data providers to negotiate contracts and managed logistics for the company fleet.
- Planned and coordinated maintenance, repairs, and insurance claims for the fleet.
- Analyzed service provider proposals to enhance systems management.

Administrative Assistant – Administration Department

2007-2009

- Managed inventory and coordinated logistics for distributing office supplies to 14 regional stores.
- Issued purchase orders to suppliers, maintaining accuracy and efficiency in procurement processes.
- Supported office operations by resolving issues with photocopiers, air conditioning, building maintenance, and coordinating with the janitorial team.
- Handled and prepared correspondence, ensuring timely distribution to all departments.

EDUCATION

Bachelor of Business Administration -Canadian Evaluation Available March 2013-March 2016
Central American Technological University, Honduras

Commercial Expert and Public Accounting February 1998-November 2000
High School- Secretariat Institute of Honduras

CERTIFICATIONS

Strategy Planning and Execution- *Harvard ManageMentor-2024*

Micro Credential Foundations of Project Management-*Schulich School of Business at York University-2024*

Achievement in Administrative Skills for Success -*Algonquin College, Ottawa-2023*

Generative AI Overview for Project Managers-*Project Management Institute -2023*

REFERENCES

References available upon request.