



# CAROLINE S. EDUARDO

(+63) 927-973-1850 | santoscaroline123@yahoo.com | Sta. Rosa, Nueva Ecija, Philippines

## PROFESSIONAL SUMMARY

Detailed-oriented Administrative Support Professional and HR Assistant with 4+ years of combined experience in human resources administration, front-desk operations, office management, and customer service across government, corporate, and hospitality sectors. Proven ability to manage employee records, process HR documentation with 99% accuracy, and deliver excellent client-facing service in high-volume environments handling 50+ daily interactions. Civil Service Eligible (Sub-Professional Level) with strong proficiency in Microsoft Office Suite (Word, Excel, PowerPoint), data entry, and document management. Adaptable, self-motivated professional with a strong work ethic seeking remote opportunities in administrative support, virtual assistance, data entry, or customer service where organizational skills and a commitment to continuous learning drive measurable results.

## CORE COMPETENCIES

- Human Resources (HR) Administration • Office Management & Clerical Support • Data Entry & Records Management
- Customer Service & Client Relations • Document Processing & Filing • Written & Verbal Communication • Email & Correspondence Management • Multitasking & Time Management • Attention to Detail & Proofreading
- Team Collaboration & Cross-Functional Support

## PROFESSIONAL EXPERIENCE

### Office of the Mayor, Local Government Unit (LGU) of Jaen

Administrative Aide II – Human Resources Department

July 2021 – July 2022

- Provided comprehensive administrative and clerical support to 3 HR Associates and the Human Resources Management Officer (HRMO)
- Compiled, updated, and maintained employee records in both physical and digital filing systems, achieving 99% data accuracy
- Managed incoming and outgoing correspondence, including memoranda, endorsements, and HR reports, ensuring 100% on-time distribution to relevant departments and external agencies
- Assisted in preparing payroll-related HR documents, employee certifications, and service records

### CMG Retail Inc.

Receptionist / Administrative Support

June 2019 – November 2019

- Served as the first point of contact for 50+ daily visitors and callers, routing all telephone inquiries and walk-in clients to appropriate departments with a 95% positive feedback rating from internal satisfaction surveys
- Managed meeting room scheduling and bookings for 10+ weekly conferences, coordinating logistics and confirming attendees to ensure zero scheduling conflicts and seamless event execution
- Consolidated, prepared, and dispatched all outgoing documents, parcels, and packages with accurate transmittal and delivery receipts
- Acknowledged, logged, and distributed all incoming mail, documents, and packages to 5+ departments and 30+ employees daily, maintaining organized records for audit readiness
- Collaborated with Executive Office and HR teams on ad-hoc administrative tasks including data entry, document preparation, and inventory monitoring

### 1771 Group of Restaurants

Philippines

Receptionist / Front-of-House Coordinator

June 2016 – June 2017

- Managed all incoming telephone inquiries and reservation bookings, optimizing table allocation strategies that increased seating capacity utilization by 15% during peak service hours
- Greeted, seated, and attended to an average of 80+ guests per shift, consistently delivering a high standard of hospitality that contributed to a 4.5-star average customer rating
- Processed daily sales transactions and payment reconciliations accurately, handling cash and card payments
- Upsold premium menu items and recommended daily specials, contributing to a measurable 10% increase in average order value through effective communication and product knowledge
- Coordinated with kitchen staff, servers, and bar teams to ensure efficient order flow and timely food delivery

### Kimpura Japanese Restaurant

Food Attendant / Receptionist

August 2013 – May 2015

- Delivered front-of-house customer service to 60+ guests daily, handling reservations, seating arrangements, and telephone inquiries while maintaining consistently positive guest feedback scores

- Addressed and resolved guest complaints, special requests, and dietary inquiries related to food, beverages, and service quality
  - Executed upselling strategies for premium dishes and seasonal offerings
  - Coordinated daily service operations across front-of-house and kitchen teams, supporting seamless order flow for an average of 100+ covers per service period
- 

## EDUCATION

### Nueva Ecija University of Science and Technology (NEUST)

Nueva Ecija, Philippines

#### Bachelor of Science in Hotel and Restaurant Management

2009 – 2013

- Completed a comprehensive 4-year degree program covering hospitality operations, food service management, front-office procedures, and business administration
  - Developed foundational skills in customer relationship management, organizational leadership, event coordination, and financial record-keeping applicable to administrative and support roles
- 

## CERTIFICATIONS & LICENSURE

### Civil Service Commission (CSC) Career Service Examination – Sub-Professional Level (Passed)

Republic of the Philippines | November 2019

---

## TECHNICAL SKILLS

**Office & Productivity:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Google Workspace (Docs, Sheets, Slides, Gmail, Google Drive), Email Management

**Data & Records Management:** Data Entry, Database Management, Digital Filing Systems, Document Processing, Records Compilation

**Communication & Collaboration:** Professional Phone Etiquette, Written Correspondence, Memo & Report Drafting, Zoom, Google Meet, Slack, Microsoft Teams

**Administrative Tools:** Calendar & Scheduling Management, Travel Coordination, Inventory Tracking, Document Scanning, Photocopying, Fax Operations

**Industry Knowledge:** Human Resources (HR) Administration, Civil Service Commission (CSC) Compliance, Leave Management, Front-Office Operations, Customer Relationship Management (CRM)

---

## ADDITIONAL QUALIFICATIONS

- Fluent in English (written and verbal) and Filipino, with professional-level communication skills
- Demonstrated ability to rapidly learn and adapt to new tools, technologies, and workflows, consistently achieving full productivity within the first 2 weeks of onboarding at each role
- Experienced in working independently with minimal supervision while maintaining high-quality output and meeting all deadlines consistently
- Background in sales, upselling, and customer engagement with a proven track record of increasing revenue metrics in client-facing roles