

Mary Joy Apolinario

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DOCUMENT CONTROLLER | OPERATIONS COORDINATOR

CAREER SUMMARY

A highly organized and detail-oriented professional with extensive experience in administrative coordination, documentation management, and process tracking. Demonstrated ability to manage permitting, inspection records, and compliance documentation with precision and efficiency. Skilled in maintaining structured filing systems, tracking reports, and ensuring timely completion of project documentation. Adept at coordinating with cross-functional teams to support seamless operations and accurate recordkeeping. Holds a Bachelor's Degree in Secondary Education major in English, providing strong written communication and documentation skills essential for effective document control and administrative support.

KEY SKILLS

Document Control & Records Management (Procore | Aconex) | Electronic Document Management System (EDMS) | Microsoft Office Suite | Operations Coordination | Workflow Management | Administrative Support | Data Entry | Logistics Associate | Scheduling | Dispatching | Customer Service | Client Relations | Team Communication | Cross-Functional Collaboration | Social Media Management | Marketing Support | Problem-Solving | Critical Thinking | Time Management | Organizational Skills | Cross-Cultural Communication | Remote Work Adaptability | Online English Instruction | Lesson Planning | Data Entry

Languages: English (fluent) - Filipino (native) - Portuguese (basic).

PROFESSIONAL EXPERIENCE

Operation's Coordinator (Remote), *Stronger Builders LLC* – USA, November 2024 – April 2025

Reported directly to the Operations & Tenant Relations Manager (Daniel Moreno)

- Managed permitting processes, fee payments, and compliance tracking for new construction projects.
- Coordinated inspections and repair scheduling, supporting refinancing efforts by maintaining accurate documentation.
- Posted regular updates and promotional content on social media platforms to enhance company visibility.
- Designed marketing materials such as flyers and investor information packs to support business development.
- Created and managed real estate listings on the MLS website to attract potential buyers and investors.
- Maintained meeting records, tracked action items, and ensured stakeholder accountability.

Dispatcher / Scheduler (Remote), *KC Power Clean* – USA, January 2025 – March 2025

Reported directly to the Dispatcher/Scheduler Lead (Joel Caranglaan)

- Scheduled technician jobs and adjusted workflows to maximize resource allocation and reduce service delays.
- Communicated job progress and task completion across departments, ensuring operational transparency.
- Conducted technician audits and verified service compliance with company protocols.
- Drafted and filed pre-lien notices to ensure payment security for services rendered.
- Prepared detailed reports for customers, including before-and-after documentation of completed jobs.
- Managed administrative functions such as invoicing, documentation, and internal communication.

Customer Service Representative (Remote), BAX Music – Netherlands, April 2024 – November 2024

Reported directly to the Agency (Nestor Panopio)

- Provided frontline support via phone and email, addressing inquiries and concerns with professionalism and accuracy.
- Handled customer transactions, managed returns and complaints, and ensured proper documentation of each case.
- Delivered product information and after-sales support, ensuring positive customer experience.
- Maintained organized records of interactions to support future service engagements.

Online English Tutor (Remote), RareJob Inc. – Philippines, March 2020 – February 2024

Independent Contractor

- Delivered personalized online English instruction to students of various proficiency levels, with a focus on conversation, grammar, and pronunciation.
- Developed lesson plans and provided ongoing feedback to encourage learner progress and retention.
- Adapted teaching methods based on learner needs, cultural background, and performance trends.

CERTIFICATIONS

ISO 9001:2015 Quality Management System Foundations – October 2025

Credential ID: [gsimgkbjgm](#)

- Understanding the principles and structure of the ISO 9001:2015 standard.
- Exploring core concepts of quality management, quality systems, and quality assurance.
- Learning how to implement and maintain an effective Quality Management System (QMS).
- Applying risk-based thinking and the process approach to achieve quality objectives.
- Gaining insight into internal audits and continuous improvement practices.
- Recognizing the importance of leadership and customer focus in sustaining quality excellence.

Document Control: From Principles to Practice – October 2025

Credential ID: [53399551](#)

- Gained a comprehensive understanding of document control procedures and systematic document management processes.
- Studied the six phases of the document lifecycle, focusing on creation, review, distribution, and archival best practices.
- Learned to implement Master Document Register (MDR) and Document Distribution Matrix (DDM) for effective document governance and traceability.
- Developed knowledge of document numbering systems and standardized templates to ensure consistency and quality.
- Explored the integration of people, process, and technology (PPT) in addressing document control challenges.
- Gained insight into the use of Electronic Document Management Systems (EDMS) for enhanced collaboration, security, and access control.
- Understood the role of document control in project management, quality assurance, and compliance within organizational settings.

Procore Admin Certification: Series Certificate – October 2025

Credential IDs: [o7sv4jirvpxt](#) , [8jiadt3bn87o](#) , [zpu98qihu25f](#)

- Gained hands-on experience in configuring company and project settings within the Procore platform.
- Learned to set up and manage user accounts, permissions, and project access to ensure proper role-based control.
- Developed skills in creating and maintaining project templates for efficient setup and standardization.
- Acquired knowledge of tool management, including enabling, disabling, and customizing Procore tools based on project needs.
- Practiced data management and integration to maintain accurate, up-to-date project information across teams.
- Strengthened understanding of Procore's administration workflows, supporting smooth collaboration and streamlined construction project management.

Business Analysis & Process Management – July 2025

Credential ID: [bvqj73j4a4vp](#)

- Learned to analyze business processes and identify effective solutions to existing operational challenges.
- Gained the ability to define and document business processes, objectives, and workflows within an organizational context.
- Developed skills to evaluate current business performance from a process-oriented perspective and pinpoint areas for improvement.
- Trained to propose and implement practical business solutions aligned with strategic and project management goals.

EDUCATION

Bachelor's Degree in Secondary Education – Major in English, 2019 – 2023

Pangasinan State University (Philippines)

Completed a comprehensive curriculum in English literature, linguistics, and instructional methodology, gaining hands-on experience in lesson planning, student assessment, and content delivery tailored to diverse learners. Developed effective classroom management strategies through supervised teaching practice and actively participated in workshops on educational technologies and inclusive teaching. Graduated with strong academic performance and practical training in various educational settings.

Senior High School in Accountancy, Business, and Management, 2017 – 2019

PHINMA-University of Pangasinan (Philippines)

Studied core business disciplines such as financial accounting, marketing, and business ethics, while completing projects focused on entrepreneurship, corporate operations, and strategic planning. Gained foundational knowledge in business math, economics, and office administration. Developed strong communication and presentation skills through group work and case studies, and enhanced leadership and decision-making abilities by leading business simulations and case competitions.