

# MARIA GINA B. LUCENA

## Generalist Virtual Assistant



### PROFESSIONAL PROFILE

- Adept in manpower planning; quality improvement audit and strategic warehouse/admin operations.
- Can designs workflows and processes in the department.
- Background in fast paced distribution/Logistics
- Knowledgeable and Proficient in Inventory Management
- Know how in basic accounting and analytical operative thinking.

### PROFESSIONAL EXPERIENCES

#### WAREHOUSE AND LOGISTICS MANAGEMENT

- Leading the Logistics team in achieving desired 99% metrics for its Supply Chain Key Performance Indicators in terms of purchasing, manpower, inventories, deliverable, documentations, and its resources.
- CUSTOMER SERVICE
- Takes the lead in Order Management Administration by answer customer queries stock status, shipment, warranties and other customer related concerns.
- FINANCE AND ADMIN
- Monitors employee's time keeping, daily sales itinerary, vacation leave, and sick leave.
- Supervises subordinates by coaching/directing work; conducting employee evaluations, staff training, empowerment and development; taking appropriate disciplinary/corrective actions; and making, hiring, terminations and recommendations.
- Processes and updates government documentations like Business Permits, BOC, Health and Sanitation.
- Handles AR and all collection related reports.

#### ON LINE JOB EXPERIENCE: PROOF READ ARTICLES

**EDUCATION: BSBA MANAGEMENT,  
BICOL UNIVERSITY LEGAZPI CITY ALBAY**

### SKILLS

- Project and Team Management
- Customer Support (Email,phone, chat)
- Data Entry/Internet Research
- Proof Reading
- Content Writing
- Basic Accounting
- Admin and Executive Support

### APPS AND TOOLS

- MS Office (Higher Excel, Word, PPT)
- Facebook Workplace
- SAP
- MS NAV
- ACCPAC
- Peach Tree, Quick books
- Communication through Skype, chats
- Digital Storage/Google Sheets
- Website Design (Wordpress)
- Social Media Marketing
- Project Management: Trello, Basecamp

### CONTACT DETAILS/SOCIAL MEDIA



[https://www.youtube.com/channel/UC4IISZ8A1O3V6qwaUvQzhg?view\\_as=subscriber](https://www.youtube.com/channel/UC4IISZ8A1O3V6qwaUvQzhg?view_as=subscriber)



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