

LADY CAROLINA PENUELA PINTO  
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Target Occupation  
Office Manager (ANZSCO 512111)

#### Professional Profile

Office operations and business support professional with extensive experience coordinating administrative, financial, and cross-functional workflows across Colombia and Australia. Demonstrated ability to supervise teams, standardize procedures, manage documentation systems, coordinate stakeholders, and implement digital tools to improve business efficiency, transparency, and reporting quality.

#### Core Competencies

- Office operations management
- Business support and administrative supervision
- Financial-admin workflow coordination
- Documentation governance and records control
- Supplier and subcontractor coordination
- Team coordination and cross-functional communication
- Process improvement and systems implementation
- Stakeholder and client communication support

#### Professional Experience

Utility Solutions Group (USG) - Australia  
Office Operations / Business Support Manager (Part-time)  
Aug 2024 - Present

- Leads Business Support function and supervises administrative staff (2 direct reports)
- Coordinates office resources and operational workflows to support continuity and performance
- Oversees invoicing workflows and supports financial data integrity for reporting and decisions
- Coordinates cross-functional communication between operations, finance, and client-facing teams
- Centralizes project/admin documentation for accounting and management systems
- Coordinates supplier credit processes and related financial documentation flows
- Drives process improvements through AroFlo and digital workflow standardization
- Oversees communication, training-support, and administrative process compliance

PHIXEL Manufacturing Solutions Pty Ltd - Australia  
Co-founder, Operations and Business Coordination (Part-time)  
Jul 2023 - Feb 2025

- Coordinated subcontractor network including metal manufacturing contractors, powder-coating providers, and material suppliers
- Directed delivery workflows across in-house workshop execution and outsourced production partners
- Co-led operations and business delivery with company leadership across quoting, execution, and fulfillment
- Coordinated contractor onboarding and prepared payroll-support documentation for accountant processing
- Managed workflow tracking and execution across suppliers and projects

ARKI Creations - Australia  
Business Owner, Operations / Administration / Sales Support (Part-time)  
Sep 2020 - Sep 2023

- Managed supplier, production, and fulfillment workflows
- Maintained order documentation, customer communication, and process continuity
- Coordinated contractor engagement and prepared payroll/payment support for accountant processing
- Supported process adaptation and operational continuity during COVID period

Technical Training Australia (TTA) - Australia  
Administrative and Marketing Support (Contract, Part-time)  
May 2023 - Oct 2023

- Supported communication materials and workflow coordination tasks
- Assisted delivery support across team activities

Editorial Comunitaria Motor Comunicador S.A.S. (Rodar Bogota) - Colombia  
General Director / Co-Founder  
Feb 2017 - Oct 2019

- Led multidisciplinary team workflows and publication operations
- Managed external stakeholders including funding partners, print subcontractors, and distribution network
- Coordinated edition-by-edition execution, logistics, and operational readiness
- Coordinated contractor hiring inputs and prepared payroll-support documentation for accountant processing

Archivo General de la Nacion - Colombia  
Project Coordinator (Contract)  
Aug 2017 - Dec 2017

- Coordinated a 6-person delivery team for institutional content projects
- Managed internal/external stakeholder communication, timeline control, and reporting
- Coordinated contractor hiring inputs and prepared payroll-support documentation for accountant processing

Cathedral Diseno y Construccion - Colombia  
Project Coordination and Operations Lead  
2014 - 2020

- Coordinated clients, curator follow-ups, technical drafters, and architect leads
- Acted as operational bridge between technical, commercial, and delivery teams
- Supported workflow standardization, onboarding, and administrative controls

Universidad Manuela Beltran - Colombia  
Film and TV Producer (Full-time)  
Jul 2012 - 2013

- Led audiovisual area coordination with engineers, designers, and pedagogical teams
- Managed end-to-end technical planning, production workflows, and delivery follow-up

Additional Roles - Colombia

- LIOMUNDO / MadebyLio (2016-2019)
- Colsubsidio (2015-2016; 2017)
- BiblioRed (2011-2012)
- Falabella (2008-2010)

Education

Graduate Diploma of Management (Learning)  
Australian Institute of Professionals, Australia  
2024 - 2026 (In progress)

Diploma of Marketing and Communication (BSB50620)  
Business College at IH (IH Sydney Training Services), Australia  
2024

Certificate IV in Marketing and Communication (BSB40820)  
Business College at IH (IH Sydney Training Services), Australia  
2023

Professional in Film and Television Direction and Production  
Universidad Manuela Beltran, Colombia

2011

Diploma - Web 2.0 Teaching Strategies  
Universidad Manuela Beltran, Colombia  
2013

General English Program  
Ability English, Australia  
2018

High School Diploma (Bachiller Academico)  
I.E.D. San Juan Bautista de La Salle, Colombia  
2005

AutoCAD 2D and 3D  
SENA, Colombia  
2008

Tools and Systems

- Microsoft 365 (Excel, SharePoint, Teams, Outlook)
- AroFlo
- Xero
- Notion
- HubSpot
- Google Analytics 4 (GA4)
- WordPress
- Adobe Creative Cloud
- Canva
- ChatGPT / OpenAI tools

Additional Information

- Experience across Colombia and Australia
- Strong cross-functional coordination in operational environments
- Experience in project-based, contract, and independent business contexts