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Target Occupation

Office Manager (ANZSCO 512111)

Professional Profile

Administrative and business operations professional with cross-sector experience in construction-related services, media, education projects, and small-to-medium business operations across Colombia and Australia. Demonstrated capability in office administration, team coordination, stakeholder communication, documentation control, invoicing support, and process improvement. Experienced in coordinating multidisciplinary teams and maintaining operational continuity across project-based environments.

Core Competencies

- Office administration and business operations coordination
- Administrative workflow design and process improvement
- Team supervision and cross-functional coordination
- Supplier and client communication
- Invoicing support, records control, and reporting support
- Project documentation and compliance support
- HR/recruitment administration and onboarding coordination
- Digital systems for operational workflow management

Professional Experience

Utility Solutions Group (USG) - Australia

Office Manager
Nov 2024 - Present
Part-time Service Contract (ABN-based invoiced services; approx. 24 hours/week)

Company Overview

Utility Solutions Group (USG) is an Australian infrastructure and utility services company specialising in overhead power, underground utilities, civil construction, traffic management, project delivery, and electrical infrastructure services across Victoria.

Role Overview

Coordinate office administration, commercial operations, business support activities, and operational workflows across multiple departments within the organisation. Support day-to-day operational continuity through administrative leadership, financial coordination, stakeholder communication, compliance support, and digital workflow management.

Key Responsibilities - Lead business support operations and supervise administrative

staff to ensure workflow continuity and operational efficiency - Coordinate daily office operations, including management of administrative systems, technology resources, and workplace organisation - Manage invoicing coordination, expense tracking, transaction monitoring, and operational financial documentation - Maintain operational and financial records within company systems including AroFlo - Coordinate supplier credit applications, commercial documentation, and project-related administrative records - Liaise across operations, finance, management, project teams, and external stakeholders to ensure workflow alignment - Support project delivery coordination through administrative communication and operational tracking - Coordinate staff onboarding, inductions, training schedules, certifications, licences, and apprenticeship-related administration - Maintain compliance-related records including WHS tracking, insurances, fixed asset registers, and operational documentation - Support internal communication processes including training material, safety documentation, operational updates, and administrative reporting - Lead implementation and optimisation of digital workflows and automation processes to improve operational efficiency - Identify operational inefficiencies and support process improvement initiatives across administrative and operational functions - Coordinate communication with external stakeholders affected by infrastructure projects, ensuring timely issue resolution and workflow continuity - Support commercial coordination activities, client communication, and administrative follow-up related to active projects

Key Contributions - Improve workflow integration between operational, financial, and administrative departments across the organisation - Support digital transformation initiatives through implementation and optimisation of AroFlo workflows - Strengthen operational traceability and administrative consistency through process standardisation - Enhance coordination between management, project delivery teams, external stakeholders, and business support functions - Support continuity of operations across multiple infrastructure and utility service divisions within the business

PHIXEL Manufacturing Solutions Pty Ltd - Australia

Office & Business Operations Manager (Co-Founder)

Jul 2023 - Oct 2024

Part-time Business Owner / Service Contract Structure (ABN-based)

Company Overview

PHIXEL Manufacturing Solutions Pty Ltd was an Australian custom manufacturing and architectural fabrication business specialising in bespoke metal components, architectural metalwork, facade elements, custom hardware, integrated mailbox systems, prototype manufacturing, and project-based fabrication solutions for residential and commercial construction projects. The business coordinated internal fabrication activities together with external manufacturing, powder coating, welding, logistics, and installation services through a network of specialist suppliers and subcontractors.

Role Overview

Coordinate office administration, business operations, customer communication, procurement activities, supplier and subcontractor coordination, documentation control, logistics planning, and operational workflow management across custom manufacturing and architectural fabrication projects. Support day-to-day operational continuity by coordinating communication and activities between clients, technical design resources, production operations, external subcontractors, suppliers, and business advisors.

Key Responsibilities - Coordinate office administration and daily business operations across custom manufacturing and fabrication projects - Manage customer enquiries, quotations, order administration, project follow-up, and client communication throughout production and delivery stages - Coordinate procurement activities, supplier

communication, purchasing requirements, and material sourcing for manufacturing operations - Maintain operational records, project documentation, fabrication schedules, delivery information, and workflow tracking systems - Coordinate subcontractors and specialist service providers including fabrication contractors, powder coating providers, welding services, and logistics providers - Liaise between technical design resources, production activities, suppliers, subcontractors, and customers to ensure project requirements and delivery timelines were met - Coordinate logistics planning, transport arrangements, delivery scheduling, and movement of materials and finished products between suppliers, subcontractors, workshop operations, and final clients - Manage invoice administration, payment coordination, expense tracking, and accountant-facing business documentation - Support compliance-related administration, insurance records, supplier documentation, and operational business records - Coordinate onboarding support, contractor communication, and business administration associated with project-based operations - Maintain digital communication channels, customer correspondence, operational reporting, and business workflow organisation - Support process improvement initiatives to strengthen workflow efficiency, operational traceability, and project coordination across multiple concurrent fabrication projects

Key Contributions - Establish administrative and operational systems supporting the launch and growth of PHIXEL Manufacturing Solutions - Improve workflow integration between design, procurement, manufacturing, subcontracted services, logistics, and customer delivery functions - Coordinate complex fabrication projects involving multiple suppliers, external manufacturing providers, powder coating services, welding contractors, and transport providers - Strengthen operational traceability through structured documentation, supplier coordination, project tracking, and administrative workflow management - Support successful delivery of specialised architectural fabrication projects including custom facade elements, integrated mailbox systems, architectural hardware, and bespoke metal components

ARKI Creations - Australia

Business Operations and Sales Administration (Owner)

Sep 2020 - Sep 2023

Part-time Business Owner / Service Contract Structure (ABN-based)

Company Overview

ARKI Creations was an Australian custom home decor and personalised products business established during the COVID-19 period to develop and commercialise customised decorative products through e-commerce channels, social media marketing, online marketplaces, local markets and direct-to-customer sales. The business coordinated product development, procurement, inventory management, supplier relationships, customer communication, logistics and operational planning while progressively expanding manufacturing capabilities through investment in specialised equipment and workshop infrastructure.

Role Overview

Coordinate office administration, business operations, customer service, supplier management, procurement activities, inventory planning, logistics coordination, marketing administration and operational workflows across a small manufacturing and e-commerce business. Support business growth through administrative leadership, supplier negotiations, workflow organisation, documentation control, purchasing coordination and customer relationship management.

Key Responsibilities - Coordinate daily business administration and operational activities across sales, production and customer fulfilment functions. - Manage customer enquiries, quotations, order processing and after-sales communication. - Coordinate

supplier relationships, purchasing activities and procurement of raw materials, packaging supplies and production equipment. - Maintain inventory records and monitor stock levels to support production planning and order fulfilment. - Organise logistics activities including shipping arrangements, delivery scheduling and customer order tracking. - Coordinate communication between customers, suppliers, designers and casual contractors engaged on project-based activities. - Maintain business documentation, supplier records, invoices, purchase records and operational reports. - Support financial administration through expense tracking, budgeting support and accountant-facing documentation. - Coordinate digital marketing administration, social media activities, online marketplace listings and customer engagement initiatives. - Manage operational planning associated with workshop setup, equipment acquisition and business expansion projects. - Coordinate compliance-related administration associated with business registration, supplier agreements and operational requirements. - Organise workflow priorities to balance customer demand, production capacity and delivery commitments. - Support recruitment and coordination of casual resources engaged for design, production and business support activities.

Key Contributions - Established ARKI Creations from concept stage into an operational business during the COVID-19 period through development of business plans, operational systems and customer acquisition channels. - Coordinated the setup of workshop infrastructure and acquisition of specialised production equipment supporting future business growth. - Developed supplier networks and procurement processes for materials, packaging, production equipment and outsourced services. - Implemented administrative systems supporting inventory control, customer order management, supplier coordination and logistics planning. - Expanded the business through social media marketing, online sales channels and participation in local community markets. - Supported the transition from a small custom products business into the manufacturing-focused operations that later evolved into PHIXEL Manufacturing Solutions.

Editorial Comunitaria Motor Comunicador S.A.S. (Rodar Bogota) - Colombia

Editorial Operations Coordinator
Feb 2017 - Oct 2019
Part-time Service Contract

Company Overview

Community-based editorial and media initiative focused on automotive industry publications, advertising coordination, public distribution logistics, and editorial content management across Bogota.

Role Overview

Coordinate office administration and operational workflows across editorial production, advertising coordination, printing logistics, field distribution, and stakeholder communication activities. Support day-to-day business operations to maintain workflow continuity between editorial, production, suppliers, and distribution teams.

Key Responsibilities - Coordinate administrative and operational workflows between editorial, design, photography, printing, and distribution teams - Manage publication schedules, supplier communication, and printing coordination activities - Organise meetings, operational planning, and workflow priorities across concurrent publication activities - Coordinate field distribution logistics and communication with distribution supervisors and casual workers - Maintain operational documentation, records, advertising coordination, and supplier follow-up - Liaise with advertisers, external suppliers, editorial contributors, and printing providers - Support budgeting coordination, operational planning, and publication delivery timelines - Coordinate communication

between editorial leadership, journalists, production staff, and external stakeholders - Support recruitment coordination and onboarding of temporary distribution staff - Maintain administrative records related to publication distribution, operational planning, and workflow organisation

Key Contributions - Improve coordination between editorial production, printing, and public distribution activities - Support operational continuity for community publication releases across Bogota - Strengthen workflow organisation between editorial staff, external suppliers, and field distribution teams - Coordinate multidisciplinary operational activities under project-based publication deadlines

Archivo General de la Nacion Jorge Palacios Preciado (AGN) - Colombia

Project Administration Coordinator
Aug 2017 - Dec 2017
Part-Time Professional Services Contract

Company Overview

El Archivo General de la Nacion (AGN) is the Colombian government institution responsible for national archival governance, records management, documentary heritage preservation, and technical assistance programs across public and private organisations. Services were delivered within the Group of Archival Projects Management, supporting institutional projects, training initiatives, and public sector archival programs.

Role Overview

Coordinated the administrative, financial, and operational management of a government project involving the development of training materials, digital resources, and audiovisual support content. Acted as the primary liaison between the AGN and a multidisciplinary team of external specialists, ensuring project objectives, contractual requirements, documentation controls, budgets, and delivery schedules were successfully achieved.

Key Responsibilities - Coordinated administrative and operational activities required for the execution of institutional archival projects and training initiatives. - Managed project workflows, schedules, priorities, and deliverable timelines to ensure compliance with contractual obligations. - Coordinated a multidisciplinary team of external contractors, including graphic designers, illustrators, audiovisual specialists, editors, and technical contributors engaged to deliver project outcomes. - Allocated project resources and administered contractor payments within the approved project budget. - Monitored contractor performance, work progress, and milestone completion to ensure delivery requirements were met. - Maintained communication between AGN project supervisors, technical stakeholders, contractors, and external service providers. - Organised project meetings, follow-up activities, progress reviews, and workflow coordination sessions. - Managed project documentation, records, reports, deliverable registers, and administrative files in accordance with institutional procedures. - Prepared progress updates, execution reports, and supporting documentation for project supervisors and management. - Coordinated procurement and engagement of external services required for project execution. - Controlled document versions, deliverable approvals, information traceability, and final project submissions. - Identified operational risks and implemented corrective actions to maintain project continuity and delivery schedules. - Maintained compliance with AGN information management, documentation control, and reporting requirements.

Key Contributions - Successfully coordinated the delivery of institutional training materials, digital resources, and audiovisual support content for AGN programs. -

Managed project budgets, contractor engagement, and resource allocation to achieve project objectives within contractual deadlines. - Served as the primary administrative contact between the government institution and external contractors throughout project execution. - Strengthened project governance through structured documentation control, reporting processes, workflow coordination, and stakeholder communication. - Ensured timely completion of project deliverables through effective administration of schedules, resources, contractor activities, and operational requirements.

Cathedral Diseno y Construccion - Colombia

Administrative Manager
2014 - 2020
Part-time Service Contract

Company Overview

Architecture and construction business delivering residential and commercial design, construction coordination, renovation support, permit documentation, and project administration services.

Role Overview

Coordinate administrative and operational support across design, construction, and project teams. Manage office workflows, records, supplier/client communication, and internal business support processes to maintain day-to-day operational continuity.

Key Responsibilities - Coordinate office administration and business operations across design and construction workflows - Manage project documentation, supplier records, quotations, invoices, and operational correspondence - Supervise administration support functions, including accounts payable support and HR/recruitment administration - Maintain internal administrative systems, records control, and document traceability for project delivery - Support directors and project managers with administrative coordination and reporting preparation - Organise cross-team communication between office staff, site teams, contractors, suppliers, and clients - Assist accounts payable activities, including invoice tracking, procurement follow-up, and supplier coordination - Support onboarding administration, staff records, and internal compliance documentation - Organise calendars, meetings, and operational workflow priorities across concurrent projects - Maintain administrative compliance and structured operational recordkeeping

Key Contributions - Improve workflow continuity between design, construction, and administration functions across concurrent projects - Strengthen documentation quality and record traceability for operational and project support activities - Support timely supplier follow-up and invoice administration to maintain administrative and delivery flow

LioMundo / MadeByLio - Colombia

Administrative Manager
2013 - 2016
Part-time Service Contract

Company Overview

LioMundo, commercially known as MadeByLio, is an artistic retail and handcrafted product business specialising in the design, production, and commercialisation of colourful artistic homeware, decorative products, handmade accessories, ceramics, magnets, paintings, and creative gift items. The business operated through a combination of artisan workshop production, retail points of sale, travelling exhibitions, and participation in major cultural and commercial fairs across Colombia and international markets.

Role Overview

Coordinate administrative and operational support across production, workshop, logistics, retail, and creative departments. Manage office workflows, supplier communication, inventory coordination, documentation, operational records, and internal business support processes to maintain daily operational continuity across retail locations, fairs, and artisan production activities.

Key Responsibilities - Coordinate office administration and business operations across artisan production, retail, and logistics activities - Manage operational documentation, supplier records, invoices, quotations, purchase coordination, and administrative correspondence - Support internal coordination between workshop production, retail locations, fairs, suppliers, and creative teams - Maintain administrative systems, operational records, inventory support documentation, and business workflow organisation - Coordinate supplier communication, procurement follow-up, and operational support activities for retail and production requirements - Support accounts payable administration, invoice tracking, and supplier payment coordination - Organise operational schedules, meetings, fair preparation logistics, and internal workflow priorities - Support staffing coordination, onboarding administration, and workshop support documentation - Coordinate communication between retail points of sale, artisan workshop staff, logistics support, and business operations - Maintain structured administrative recordkeeping for operational continuity across concurrent fairs, retail activities, and product production cycles

Key Contributions - Improve operational coordination between artisan workshop production, logistics, retail activities, and administrative functions - Support workflow continuity during high-volume commercial fairs and seasonal tourism events across Colombia - Strengthen administrative organisation and operational traceability for handcrafted production and retail support activities - Support supplier coordination, inventory administration, and logistics preparation for fairs, exhibitions, and retail operations

Universidad Manuela Beltran - Colombia

Film and Television Producer

Jul 2012 - Dec 2013

Full-Time Employment (Fixed-Term Employment Contract)

Company Overview

Universidad Manuela Beltran (UMB) is a private higher education institution in Colombia offering undergraduate and postgraduate programs across multiple disciplines. The role was performed within academic and educational media production activities supporting virtual education initiatives, digital learning resources, institutional communications, and audiovisual content development.

Role Overview

Coordinate audiovisual production activities, project planning, resource allocation, production schedules, and communication between academic, technical, and creative teams involved in educational media projects and virtual learning initiatives. Support the successful delivery of multimedia content through structured coordination of production workflows, personnel, equipment, and project requirements.

Key Responsibilities - Coordinate production schedules, filming activities, and audiovisual project timelines. - Liaise between academic staff, instructional teams, technical personnel, designers, editors, and production resources. - Organise production logistics including locations, equipment, technical requirements, and resource allocation. - Coordinate project documentation, production records, schedules, and workflow

tracking. - Support planning and execution of educational media content and virtual learning materials. - Monitor production progress and ensure project milestones were achieved within established deadlines. - Coordinate communication between internal stakeholders and external service providers when required. - Assist with budgeting support, production planning, and operational resource coordination. - Maintain administrative records associated with audiovisual projects and production activities. - Support quality review and delivery processes for multimedia and educational content.

Key Contributions - Supported the development and delivery of educational and audiovisual content for university initiatives. - Coordinated multidisciplinary teams across academic, technical, and creative functions. - Contributed to the successful execution of multiple concurrent production projects under strict delivery schedules. - Developed early experience in project coordination, workflow management, stakeholder communication, and resource planning that later evolved into broader administrative and business operations roles.

Falabella Colombia - Colombia

Sales Assistant

Jan 2008 - Dec 2010

Part-time Payroll-Based Employment

Company Overview

Falabella Colombia is one of the leading retail companies in Colombia, offering a wide range of products including fashion, footwear, beauty, home furnishings, electronics, and household goods. As part of Falabella, the company is recognised for delivering high-quality products, exceptional customer service, and innovative shopping experiences through its physical stores and digital platforms. Falabella focuses on creating value for customers by providing diverse product offerings, competitive pricing, and personalised shopping assistance.

Role Overview

As a Sales Assistant and Cashier at Falabella Colombia, located on the first floor of Santa Fe Shopping Center, I was responsible for delivering outstanding customer service, assisting customers throughout their purchasing journey, and ensuring efficient store operations. My role combined sales, customer engagement, merchandising support, and cashier duties, requiring strong communication skills, product knowledge, and the ability to achieve and exceed sales targets in a fast-paced retail environment.

Key Responsibilities - Assisted customers in identifying products that best suited their needs and preferences, providing personalised recommendations to enhance their shopping experience. - Maintained comprehensive knowledge of product features, promotions, pricing, and store policies to effectively support customer inquiries. - Processed cash, debit card, credit card, and other payment transactions accurately while ensuring compliance with company procedures. - Managed cash register operations, balanced daily transactions, and maintained accurate financial records. - Supported visual merchandising activities by organizing displays, replenishing stock, and ensuring products were presented attractively. - Monitored inventory levels and collaborated with colleagues to maintain product availability on the sales floor. - Resolved customer concerns and handled returns or exchanges professionally, contributing to high levels of customer satisfaction. - Assisted in achieving departmental sales goals through proactive customer engagement and effective sales techniques. - Maintained a clean, organized, and welcoming retail environment in accordance with company standards. - Collaborated with team members to ensure smooth store operations during peak shopping periods.

Key Contributions - Consistently exceeded individual sales expectations and ranked

among the top-performing sales associates on the sales floor. - Developed effective sales strategies focused on understanding customer needs, building rapport, and recommending complementary products, resulting in higher transaction values. - Achieved sales results that regularly surpassed those of many colleagues, contributing significantly to the department's overall revenue performance. - Maintained strong customer relationships, generating repeat business and positive customer feedback through personalised service. - Demonstrated initiative in identifying sales opportunities and maximising promotional campaigns to increase product turnover. - Contributed to a high-performance sales culture by sharing successful sales techniques and supporting team objectives. - Consistently met and exceeded key performance indicators (KPIs), including sales targets, customer satisfaction standards, and transaction efficiency. - Played a key role in driving revenue growth by maintaining sales performance above expected levels through proactive customer engagement and consultative selling approaches.

Education

Graduate Diploma of Management (Learning) (BSB80120)

Australian Institute of Professionals, Australia
Completed 13 May 2026

Diploma of Marketing and Communication (BSB50620)

Business College at IH (IH Sydney Training Services), Australia
Apr 2024

Certificate IV in Marketing and Communication (BSB40820)

Business College at IH (IH Sydney Training Services), Australia
Mar 2023

General English Program

Ability English, Australia
2018

Diploma - Web 2.0 Teaching Strategies

Universidad Manuela Beltran, Colombia
2013

Professional in Film and Television Direction and Production

Universidad Manuela Beltran, Colombia
2011

High School Diploma

I.E.D. San Juan Bautista de La Salle, Colombia
Academic Emphasis: Computer Systems (technical stream)
2005

Tools and Systems

- Microsoft 365 (Excel, SharePoint, Teams, Outlook)
- AroFlo
- Xero
- HubSpot
- Notion
- WordPress
- Adobe Creative Cloud
- CRM/workflow and digital coordination tools

Additional Information

- Experience across Colombia and Australia
- Experience in project-based, contract, and independent work structures
- Strong adaptability across administrative, technical, and commercial environments