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#### Target Role

Office Manager (ANZSCO 512111)

#### Professional Summary

Operations and administration professional with cross-functional experience across Colombia and Australia in office coordination, financial-administrative workflow control, stakeholder communication, and process improvement. Strong background in documentation governance, team coordination, digital systems implementation, and business support functions in project-driven environments.

#### Core Capabilities

- Office operations and business support management
- Administrative and financial workflow coordination
- Team supervision and task execution control
- Documentation governance and compliance support
- Internal and external stakeholder communication
- Supplier and subcontractor coordination
- Process standardization and continuous improvement
- Digital systems adoption and workflow automation

#### Career Timeline (No Occupation Gaps)

- 2005: High school graduation (Colombia)
- 2006-2011: Film and Television studies (Universidad Manuela Beltran)
- 2008: AutoCAD training (SENA)
- 2008-2010: Sales Assistant (Falabella, part-time)
- 2011-2013: Early professional media/education coordination phase
- 2012-2013: Full-time producer role at Universidad Manuela Beltran
- 2014-2020: Project coordination and operations role (Cathedral)
- 2016-2019: Parallel consulting/projects (LIOMUNDO, Rodar, public contract)
- 2020-2023: ARKI Creations operations and administration (Australia)
- 2023-2025: PHIXEL business operations and subcontractor coordination (Australia)
- 2024-Present: USG business support, office operations, and admin-finance coordination

#### Professional Experience

Utility Solutions Group (USG) - Australia

Office Operations / Business Support Manager (Part-time)

Aug 2024 - Present

Evidence status: Strong role-definition evidence (org chart + JD), contract confirmation pending

- Leads Business Support function and supervises administrative staff (2 direct reports)
- Coordinates office resources (technology and physical operations) to support continuity and efficiency
- Oversees invoicing workflows, financial data capture, and admin-finance process alignment
- Acts as liaison across operations, finance, and client-facing teams
- Centralizes documentation from managers (hours, project status, progress updates) for accounting and admin systems
- Supports credit application processes with suppliers and financial coordination requirements
- Oversees record-keeping and procedural controls for office governance and reporting quality
- Drives workflow improvements through AroFlo and digital process standardization
- Supports internal communication, onboarding, training schedules, and compliance-related records

PHIXEL Manufacturing Solutions Pty Ltd - Australia

Co-founder, Operations and Business Coordination (Part-time)

Jul 2023 - Feb 2025

Evidence status: Pending certification package

- 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 client communication, execution timelines, and operational follow-up

ARKI Creations - Australia

Business Owner, Operations / Administration / Sales Support (Part-time)

Sep 2020 - Sep 2023

Evidence status: Partial (ABN evidence available)

- Coordinated suppliers, production, and fulfillment workflows
- Managed order records, customer communication, and workflow continuity
- Maintained digital sales channels and documentation process controls
- Coordinated contractor engagement and prepared payroll/payment support documentation for accountant processing

Technical Training Australia (TTA) - Australia

Administrative and Marketing Support (Contract, Part-time)

May 2023 - Oct 2023

Evidence status: Pending certification

- Supported communication and operational support materials
- Assisted workflow coordination across team deliverables

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

General Director / Co-Founder

Feb 2017 - Oct 2019

Evidence status: Certified

- Led multidisciplinary team workflows and production cycles
- Managed funding stakeholders, print subcontractors, and distribution operations
- Coordinated edition-by-edition execution and logistics readiness
- Coordinated contractor hiring inputs and prepared payroll-support documentation for accountant processing
- Maintained cross-area communication between editorial, design, operations, and commercial activities

Archivo General de la Nacion - Colombia

Project Coordinator (Contract)

Aug 2017 - Dec 2017

Evidence status: Certified

- Coordinated 6-person delivery team for institutional content outputs
- Managed internal and external stakeholders to ensure timeline and quality compliance
- Controlled workflow reporting and documentation traceability
- Coordinated contractor hiring inputs and prepared payroll-support documentation for accountant processing

Cathedral Diseno y Construccion - Colombia

Project Coordination and Operations Lead

2014 - 2020

Evidence status: Certified

- Coordinated client communication, curator follow-ups, technical drafters, and architect leads across concurrent projects
- Acted as operational bridge between commercial, technical, and delivery teams
- Supported onboarding, training, and standardized workflow execution
- Maintained administrative and project documentation order and follow-up

Universidad Manuela Beltran - Colombia

Film and TV Producer (Full-time)

Jul 2012 - 2013

Evidence status: Certified

- Led audiovisual area coordination with engineers, designers, and pedagogical teams
- Managed end-to-end planning of technical setups, recording resources, and production workflows
- Coordinated team execution and delivery tracking for academic and external project outputs

Additional Supporting Roles - Colombia

- LIOMUNDO / MadebyLio (2016-2019): coordination of marketing-support workflows and external activities
- Colsubsidio (2015-2016; 2017): teaching/service-provider engagements
- BiblioRed (2011-2012): workshop/community coordination activities
- Falabella (2008-2010): early retail operations/customer service foundation

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

#### Evidence Snapshot (Internal)

- Strong: Role evidence for USG office/business support scope (org chart + job description)
- Strong: Long-term operations and coordination history across multiple projects
- Pending: Some Australia employer letters/contracts for full formal consolidation