

Suzette D. Pamat

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SUMMARY

Detail-oriented and highly organized professional with over 3 years of administrative experience and 6 years in operations support. Skilled in managing schedules, coordinating office tasks, handling correspondence, and maintaining efficient workflows. Strong background in operations has enhanced my ability to streamline processes, support team productivity, and provide reliable assistance to management. Known for professionalism, adaptability, and a commitment to delivering accurate, timely results.

CORE SKILLS

- Office Administration & Clerical Support
- Calendar & Email Management
- Data Entry & File Organisation
- Document Preparation & Transcription
- Customer Service & Client Relations
- Bookkeeping Support (Xero, Basic Accounting)
- Online Research & Lead Generation
- HR Support (Recruitment, Onboarding, Record-Keeping)
- Tools: MS Office, Google Workspace, Canva, Trello, Asana, Monday.com, Xero, CapCut

PROFESSIONAL EXPERIENCE

LEAD GENERATION SPECIALIST

DIRECT ALLIED AGENCY (US COMPANY, REMOTE) | JUN 2023 – AUG 2023

- Researched and gathered leads that matched the target market.
- Reached out to potential clients via email and social platforms.
- Maintained CRM database with accurate records.
- Tracked lead generation results and recommended improvements

OPERATIONS STAFF

DAVAO HELENS PAWNSHOP (LOCAL COMPANY, ONSITE) | 2012 – 2017

- Oversaw branch operations. financial performance and profitability
- Served as Vault Custodian, managing daily transactions and compliance.
- Handled customer service, sales leadership, and branch goal planning.
- Appraised pawn items and supported new staff training.

ADMINISTRATION ASSISTANT

DAVAO HELENS PAWNSHOP (LOCAL COMPANY, ONSITE) | 2009 – 2012

- **HR Assistant** (2010-2012): Managed recruitment, onboarding, employee relations, benefits administration, and record-keeping.
- **Audit Assistant** (2009-2010): Conducted audits of company property, stocks, and daily transactions. Document findings, presented reports, and provided process improvement recommendations.

SALES INVENTORY CLERK

TOY KINGDOM COMPANY | 2008 – 2009

- Performed daily stock inventory and ensured product availability
- Assisted customers with product enquiries and purchases.
- Monitored and reported daily, monthly, and quarterly sales performance.

SALES ASSOCIATE STAFF

NCCC MALL COMPANY | 2008 – 2008

- Assisted customers with purchases, product information, and concerns.
- Conducted daily stock checks and maintained display areas.
- Monitored daily sales performance.

REAL ESTATE AGENT (FREELANCE)

SELF-EMPLOYED | 2008 – 2009

- Assisted clients in buying, selling, and renting properties.
- Prepared marketing materials and maintained client relationships.

EDUCATIONAL BACKGROUND

BACHELOR OF SCIENCE IN NURSING

DAVAO DOCTORS COLLEGE | 2004 – 2008

SECONDARY SCHOOL

GENERAL BAPTIST BIBLE COLLEGE | 2000-2004

CERTIFICATIONS

- Xero Advisor Certified – Sep 2025
- Bookkeeping NCIII – TESDA
- Basic Accounting (Level 1 & 2) – Bookkeeper Secret Academy (2025)
- Introduction to Bookkeeping – Aug 2025
- Journalizing Transactions – Aug 2025
- Posting Transactions – Sep 2025

I am committed to continuous learning and professional growth, and I am excited to contribute as a reliable and results-driven member of your team.