

Michelle Capangpangan Cadag Administrative Officer

📍 Sharjah, United Arab Emirates 📞 +97158 541 9096 ✉ mchllcdg@gmail.com 🌐 michelleccadag

PROFESSIONAL SUMMARY

Detail-oriented and proactive Administrative and Executive Professional with 8 years of experience in customer service, and currently in office management, and executive coordination. Skilled in managing executive calendars, optimizing office operations, coordinating HR functions, and handling confidential data with discretion. Expertise in client relations, financial reporting, and compliance. Highly proficient in multitasking in fast-paced environments. Seeking to acquire new skills and contribute to a growth-oriented organization that values efficiency, professionalism, and continuous improvement.

KEY SKILLS

- Administrative & Office Management
- Financial Reporting & Bookkeeping
- Customer Service & Client Relations
- Time Management & Multitasking
- Attention to Detail & Accuracy
- Calendar & Travel Coordination
- Compliance & Risk Management
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Adaptability & Quick Learning
- HR Coordination & Workforce Scheduling
- Document Control & Data Entry
- TallyPrime & Financial Systems
- Teamwork & Collaboration

PROFESSIONAL EXPERIENCE

Administrative Officer Beauty Bridge Event

Mar 2024 – Mar 2025 | Dubai

- Served as the first point of contact for clients, freelance staff, and stakeholders, ensuring smooth daily operations and a professional front office experience.
- Acted as a liaison between freelance staff, brand partners, and airport authorities to ensure seamless operations.
- Managed executive calendars, meetings, travel, and daily office operations to support smooth business flow.
- Drafted correspondence, managed emails and calls, and ensured accurate internal documentation.
- Analyzed sales performance and prepared reports detailing product trends and customer preferences.
- Scheduled freelance workforce based on sales reports, seasonal demand, and promotional event needs to ensure full coverage.
- Utilized TallyPrime for payroll processing, invoice management, and maintaining up-to-date financial reports for executive review.
- Coordinated recruitment, interviews, onboarding, and maintained HR and credential records.
- Managed application and renewal processes for staff airport security passes in compliance with aviation authority requirements.
- Resolved scheduling issues and operational disruptions to maintain service quality.

Foreign Currency Cashier Al Ansari Exchange LLC

Feb 2019 – Mar 2024 | Sharjah

- Managed daily remittances and foreign currency transactions for 50+ clients, ensuring accurate documentation and compliance.
- Processed high-value transactions with a focus on accuracy, security, and financial regulation adherence.
- Ensured full compliance with AML policies and company guidelines.
- Set competitive rates to attract customers while maintaining profitability and customer rights.
- Exceeded KPIs, including customer satisfaction, resolution time, and sales targets.
- Delivered exceptional service, resolving foreign currency exchange issues and transaction discrepancies to ensure client satisfaction.
- Built strong customer relationships, offering tailored solutions and promoting additional products, contributing to increased sales and team performance.

Foreign Currency Cashier LM Exchange LLC

May 2016 – Nov 2018 | Dubai

- Balanced cash flow at shift start and end, ensuring accurate records and financial regulation compliance.
- Processed remittances, cash advances, and large currency transactions efficiently.
- Provided accurate product and service information, resolving customer issues promptly.
- Proactively identified and resolved customer issues, ensuring high satisfaction.
- Upsold products and services, driving revenue growth.
- Maintained accurate customer interaction records, adhering to company policies and regulations.

EDUCATION

City University of Pasay
— Bachelor of Science in Business Administration Major in Marketing
Management

2008 – 2012 | Pasay, Philippines

CERTIFICATES

- Advance Anti-Money Laundering - Dubai, UAE
- Risk and Fraud Prevention - Dubai, UAE
- Counterfeit Detection Seminar - Dubai, UAE
- Business Telephone Etiquette - Dubai, UAE

LANGUAGES

English (Fluent)

Tagalog (Native)

REFERENCES

Reference available upon request.

DECLARATION

I hereby certify that the above statement is true and correct to the best of my knowledge and belief.