# Jules Shim

*Senior Administrative Coordinator*

Muntinglupa · PH

jules.shim@email.com | +63 912 345 6789 | https://linkedin.com/in/julesshim

*Layout style: single-column*

## Summary

Dynamic administrative professional with 15 + years of experience supporting senior leadership and cross‑functional teams in fast‑paced logistics, technology, and multinational environments. Proven track record of streamlining office operations, producing accurate analytical reports, and managing confidential information with the highest level of integrity. Recognized for elevating team productivity through process improvements, effective stakeholder coordination, and a proactive, solutions‑oriented mindset. Currently seeking a senior administrative role at United Parcel Service (UPS) where I can leverage my expertise in office management, data analysis, and project coordination to drive operational excellence.

## Experience

### Senior Administrative Coordinator at United Parcel Service (UPS)

01 Jun 2021 – Present

Serve as primary administrative liaison for the Regional Operations Manager and a team of 30+ logistics professionals, managing complex calendars, travel arrangements, and expense reporting.

* Reduced monthly report preparation time by 32% through implementation of automated Excel dashboards and Power Query data pipelines.
* Lead a digital filing‑system migration project (40,000+ records) that eliminated 80% of paper storage, increasing retrieval speed and cutting storage costs by ≈ USD 18,500 annually.
* Supervise two junior administrative assistants; conduct performance reviews, provide training on SAP and confidential document handling.
* Coordinate quarterly town‑hall meetings, handling venue logistics, AV setup, and post‑event follow‑up surveys with a 96% satisfaction rating.
* Process inbound/outbound mail and courier services, negotiating with local providers to achieve a 10% cost reduction while maintaining on‑time delivery SLA.
* Awarded “UPS Outstanding Administrative Support – 2022” for excellence in process optimization and stakeholder satisfaction.

### Administrative Officer (Promoted to Office Manager) at GlobalTech Solutions

01 Mar 2015 – 31 May 2021

Managed day‑to‑day office operations for a mid‑size IT services firm, overseeing a team of 4 administrative staff and supporting a C‑suite of 5 executives.

* Introduced a standardized meeting‑room reservation system via Google Calendar integration, slashing double‑booking incidents by 95%.
* Developed a comprehensive expense‑tracking workbook that reduced billing errors by 27% and accelerated reimbursements.
* Led a cross‑functional audit of procurement documents, identifying $45k in unnecessary expenditures and recommending policy updates.
* Recognized for outstanding performance and promoted to Office Manager (2018) after two years as Administrative Officer.
* Implemented a mentorship program for new hires, decreasing onboarding time from 3 weeks to 1.5 weeks.

### Executive Assistant – Operations Division at DHL Logistics Philippines

01 Jan 2010 – 28 Feb 2015

Provided high‑level administrative support to the Regional Operations Director, handling confidential correspondence, travel logistics, and executive reporting.

* Maintained the Operations Dashboard in SAP, ensuring real‑time data accuracy for daily performance reviews.
* Coordinated internal and external meetings, including multinational video conferences, ensuring seamless technical set‑up and documentation.
* Managed the mailroom, courier contracts, and inventory of office supplies, negotiating a 12% reduction in yearly shipping costs.
* Spearheaded a paper‑to‑digital transition for the division’s SOP manuals, converting 600+ pages into searchable PDFs and creating a SharePoint repository.

### Administrative Intern (Summer) – Human Resources & Finance at MetroBiz Solutions

01 Jun 2008 – 31 Aug 2008

Assisted HR team with onboarding paperwork, data entry into Oracle PeopleSoft, and preparation of payroll support documents.

* Conducted initial audits of expense reports, flagging inconsistencies for senior analysts.
* Short‑term role intended for skill development; provided foundation for subsequent full‑time administrative career.

## Education & Training

### Master of Business Administration, Operations Management

University of the Philippines, Diliman

– 01 May 2014

### Bachelor of Science in Business Administration, Management

Ateneo de Manila University

– 01 Apr 2008

## Skills

Administrative & Office Management

## Languages

### English | – Present

Fluent (professional)

### Tagalog | – Present

Native

### Mandarin | – Present

Conversational (HSK Level 2)

## Certifications & Credentials

### Certified Administrative Professional (CAP) | 2016-01-01

International Association of Administrative Professionals

### Microsoft Office Specialist (MOS) – Expert | 2015-01-01

Microsoft

### Six Sigma Yellow Belt | 2019-01-01

American Society for Quality (ASQ)

## Awards

### UPS Outstanding Administrative Support – 2022 | 2022-01-01

United Parcel Service (UPS)

Awarded for excellence in process optimization and stakeholder satisfaction.

## Interests

### Process Optimization & Lean Methodologies | – Present

### Digital Archiving & Knowledge Management | – Present

### Travel & Cultural Exchange | – Present

### Classical Piano | – Present

* Grade 5

## References

### References available upon request | – Present