

# Liezl Saletrero

**Contact** | +61 424309725  
lasaletrero@gmail.com  
www.linkedin.com/in/liz-saletrero-524717102

**Address** | 22/376 Illawarra Road  
Marrickville, NSW 2204

---

## PERSONAL SUMMARY

---

Accomplished Operations Executive with over 12 years experience in the expertise of office operations management with demonstrated history working in the information services and various industries. Adept in handling fast-paced environment juggling with office operations, process improvements and timely deadlines. Strong and versatile operations professional with Master of Business Administration, aspiring to expand experiences and skills in project management. Goal-oriented and self-motivated professional.

---

## SKILLS

---

- Operations management
- MS Office proficiency
- Team leadership/teamwork
- Project management
- Communication skills
- Results-oriented
- High level of accuracy
- Organizational skills
- Customer service
- Eye for detail
- Can-do attitude
- Time management

---

## PROFESSIONAL SUMMARY

---



---

## PROFESSIONAL EXPERIENCES

---

ADMIN OPERATIONS EXECUTIVE • JAN 2018 - CURRENT  
GLASTINT PTY LTD, Sydney

- Managing and scheduling of works for installers ensuring quality service delivery at all times.
- Liaises with installers, management, suppliers and partners for better efficiency of business processes.
- Troubleshoots daily operational issues such as delivery of supplies and customers' complaints.
- Prepares quotations to supply & install window films to partner and direct customers (domestic & commercial).
- Manages and communicates schedules of window film installation with customers and clients alike.
- Updates daily completion reports.
- Takes call-in customers requesting to measure & quote and/or provides instant quotation as needed.
- Provides information to customers about window films.
- Creates new customer jobsheets and customer files.
- Maintains & updates customer database and physical files.
- Attends to walk-in customers, phone call inquiries and manages email communications.

SENIOR OPERATIONS EXECUTIVE • SEP 2011 - JUL 2017  
EXPERIAN SINGAPORE PTE. LTD. (Credit Services), Singapore

- Manages back-end office operations and provides support not only the Corporate Secretarial/Compliance Team but also Frontline Services and overseeing Sales Team ensuring the fulfillment of customer's needs expeditiously and accurately.
  - Processing of electronic lodgments services to relevant government agencies for the registration of businesses, business changes, incorporation of private limited companies, company changes & compliances, XBRL preparation (an extensive financial reporting tool), licenses (tobacco, liquor, massage establishment, etc.) and purchases of business profile.
  - Conducts Due Diligence Check for officers and companies engaging business in Singapore (Know-Your-Customer).
  - Reviews documents from frontliners & sales team ensuring accuracy & diligence prior e-lodgments.

- Maintaining good relationship with stakeholders and in solving problems with customers and relevant authorities for the completion of service delivery.
- Executes corporate secretarial and compliance duties (creation & maintenance of statutory registers of customers on physical files & database and liaison with vendor for supply & delivery of company seals & rubber stamps orders).
- Manages the fulfillment of virtual Registered Office (RO) service viz. updating system on new, renewal, termination and forfeiture of RO subscriptions.
- Prepares daily, fortnightly and monthly reports, issuance of credit notes and refunds.
- Team-leader – ensures smooth delivery of operational services and proper work flows.
- Successfully led operations team in the transition of organizational re-structuring project.
- Initiates some business process improvements and helps implementing directions from management.
- Performs with competence back-up role to staff or manager on their absence.

ADMINISTRATIVE EXECUTIVE • AUG – DEC 2010  
**UNITED WEALTH MANAGEMENT PTE LTD**, Singapore

- Administrative in-charge for Sales & Marketing:
  - Prepares daily and weekly reports, including data analysis & outcomes.
  - Updates sales team's Individual Statistics Reports for individual targets.
  - Prepares and processes sales agreements into contracts.
  - Liaises with clients pertaining to appointments, contracts and complaints.
  - Coordinating with outsourced and in-house telemarketers for prospect clients.
  - Manages incoming and outgoing email communications.
  - Provides administrative support as to creating contracts and customer files.
  - Creates marketing materials for marketing presentations.

BUSINESS ADMIN/CONTRACTS ADMINISTRATOR • DEC 2007 – NOV 2009  
**SUN MICROSYSTEMS (UAE) LTD** [n.k.a. ORACLE], Dubai, UAE

- Contracts Administration for Support Services Department.
  - Contract activation includes supporting documents extraction from customers as to signed quotes and processing of purchase orders.
  - Validation of orders and contracts prior final booking, ensuring accuracy and validity of serial numbers, marketing parts, quantities in accordance with price, discounts and warranty of products.
  - Creating renewals of Contracts that are due expiry - keeping track of all contracts due for renewals.
  - Activation of Global Contracts other than local requests. Preparation of Quotations for a specific product e.g. server, to assist Sales team in quoting support services agreements to make a final quotation.
  - In close coordination with the key contacts specifically with Sales, Support Services and Finance for effective delivery of quality service.
  - Go-to-person and coverage of responsibilities in Sub-Saharan African Region for contract booking, quoting, issues and communication with Sales and or Customers, ensuring customer satisfaction.
  - Keeping proper documentation of contracts and invoices. Mailing out hardcopies of contracts to customers.

---

## **EDUCATION**

---

Master of Business Administration, Project Management – Kaplan Business School, Sydney, Australia  
 Bachelor of Science in Commerce – Xavier University - Ateneo de Cagayan, Philippines  
 Career Service Professional Examination (80%)

---

## **RECOGNITION**

---

- High Distinction Achiever 2018-2019 (Kaplan Business School Australia), *in the field of*: Financial and Economic Interpretation and Communication; Operations Management; Project Initiation, Planning and Execution; Project Risk, Finance and Monitoring; Strategic Project Management
- Outstanding Employee, September 2013 (Experian Singapore Pte Ltd)
- Standing Ovation Award FY09 (Sun Microsystems (UAE) LTD): Received high number of perfect scores on Customer Satisfaction Survey