

LILIBETH BANIWAS

Remote Administrative & Operations Support Consultant

Executive Support | Restaurant Operations | Customer Service | HR & Business Administration

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PROFESSIONAL PROFILE

Client-focused **Remote** Administrative & Operations Support Specialist with 23 years of experience in Qatar and the Philippines supporting executives, restaurant operations, project teams, and business owners. Strong background in executive administration, customer service, staff coordination, supplier follow-up, reporting, HR support, and restaurant operations. Experienced in helping businesses save time, improve organization, maintain accurate records, coordinate teams, and deliver responsive customer support through reliable remote administrative and operational assistance.

CORE SERVICES FOR QATAR BUSINESSES

- **Executive & Administrative Support** – calendar management, appointment scheduling, email handling, doc preparation, meeting coordination, business correspondence, and digital file organization.
- **WhatsApp & Customer Service Support** – inquiry handling, reservation and order support, complaint follow-up, customer care, and service recovery.
- **Restaurant Operations Support** – staff roster preparation, supplier coordination, stock monitoring, daily sales reporting, reservation follow-up, and branch administration.
- **HR & Recruitment Support** – CV screening, interview scheduling, applicant follow-up, attendance tracking, leave monitoring, onboarding support, and staff records management.
- **Sales & Reporting Support** – quotation follow-up, lead tracking, CRM/database updates, KPI monitoring, weekly and monthly reports, and performance summaries.
- **Business Support for SMEs** – support for restaurants, cleaning companies, real estate agencies, clinics, salons, catering businesses, and other small businesses in Qatar.

FEATURED SERVICE STRENGTHS

- WhatsApp Customer Service Management
- Appointment Scheduling & Calendar Coordination
- Staff Roster Preparation & Attendance Monitoring
- Supplier Follow-up & Vendor Coordination
- Sales, Operations & Performance Reports
- Email & Business Correspondence Management
- Customer Complaint Handling & Follow-up
- Recruitment Assistance & Interview Scheduling
- Restaurant Operations Administration
- Real Estate / Business Inquiry Management
- Company WPS processing & Monthly Payroll processing
- E-commerce support and delivery fleet assistance

PROFESSIONAL EXPERIENCE

Senior Secretary | Hamad Medical Corporation – Corporate Facilities & Engineering, Doha, Qatar | Sep 2025 – Mar 2026

- Provided executive-level administrative and coordination support to the Executive Director and internal departments.
- Managed attendance extraction, leave administration, timesheet consolidation, manpower reports, and staffing updates.
- Coordinated onboarding, resignation processing, skills assessments, and confidential employee file transfers.

Senior Admin Officer / Restaurant Manager | JBC Hospitality and Services WLL, Doha, Qatar | Sep 2023 – May 2025

- Managed administrative and operational functions for restaurant and hospitality activities, including staffing, payroll coordination, and policy implementation.
- Prepared staff schedules, monitored reservations, stock levels, menu availability, supplier orders, and catering requirements.
- Handled customer complaints, cashier sales reporting, discrepancy investigations, and daily operational coordination across restaurant activities.

Executive Secretary / Document Controller | HMC / PWA Projects under KEO Engineering Consultancy, Doha, Qatar | Nov 2017 – Jun 2023

- Provided executive and project administrative support, including correspondence, schedules, records management, and document control.
- Coordinated with vendors, contractors, and service providers while supporting reporting and project administration.

Project / Executive Secretary & Document Controller | KEO International Engineering Consultants, Doha, Qatar | Mar 2013 – Nov 2017

- Managed executive correspondence, reports, spreadsheets, presentations, confidential records, and project documentation.
- Supported workflow coordination and administrative requirements for senior management and project teams.

Project Secretary | Qatar Petroleum Development Company JP, Doha, Qatar | Mar 2007 – Dec 2012

- Provided administrative and project support, including data entry, records management, document control, and coordination with engineers and contractors.

Executive Secretary / Supervisor | Professional Technical Service (PROTEC), Doha, Qatar | Apr 2005 – Feb 2007

- Managed executive schedules, meetings, correspondence, recruitment support, travel bookings, and confidential records.

Branch Manager | Caltex Gas Service Station / Starmart, Philippines | Oct 2003 – Feb 2005

- Managed branch operations covering staff supervision, customer service, supplier coordination, inventory, payroll preparation, and financial monitoring.

EDUCATION

- Bachelor of Science in Development Communication, Major in Community Broadcasting | Benguet State University, Philippines | Graduated April 2003

TRAINING & CERTIFICATIONS

- Essentials of Document Control – Qatar Centre for Career Development
- Quality Management System Training
- QMS Auditor / Lead Auditor Training Course (ISO 9001:2008)
- Quality Management System – Franklin University USA, Qatar

SYSTEMS & TOOLS

- Microsoft Office | Email & calendar management | Spreadsheet reporting | Document control systems | Biometric attendance systems | Digital file organization | Customer and staff record management

LANGUAGES

- English – Advanced | Filipino – Native / Fluent | Arabic – Basic

RP Status: QID updated / Family Sponsorship