



# JEFFREY PABILAN

GENERAL COORDINATOR / EXECUTIVE ASSISTANT

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## CONTACT

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## EDUCATION

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2002 - 2006

TECHNOLOGICAL  
UNIVERSITY OF THE  
PHILIPPINES

Bachelor of Science in  
BUSINESS MANAGEMENT

- Major in Business Management
- GPA: 2.25 /2.0

## SKILLS

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- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

## LANGUAGES

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- English (Fluent)
- Tagalog (Fluent)
- Arabic (Basics))

## PROFILE

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Leveraging 15 years of multifaceted experience as both an Executive Assistant and General Coordinator, I have cultivated a proven ability to drive efficiency and deliver effective solutions. My approach is underpinned by strong interpersonal skills, enabling me to build positive relationships and develop innovative solutions for customers, clients, and suppliers. I am a proactive and highly ethical professional who consistently demonstrates initiative and a commitment to excellence. Whether managing projects autonomously or collaborating within a team, I bring a positive and results-oriented perspective. My clear communication and presentation skills facilitate the effective articulation of ideas and the building of consensus. I am particularly interested in connecting with individuals and organizations in Riyadh, where I believe my experience can contribute meaningfully to your success.

## CAREER OBJECTIVE

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An experienced professional with a 15-year track record seeking a challenging position that offers avenues for continued professional growth. I am adept at leveraging strong interpersonal skills to forge collaborative solutions for customers, clients, and suppliers. My approach is characterized by thought leadership, integrity, and impactful communication and presentation.

## REFERENCE

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**Lucie Kucerova**  
General Operation Manager  
Phone: +966 538993331  
Location Riyadh, KSA.

**Abdulrahman Al Obeid**  
Business Owner / CEO  
Phone: +966 505424634  
Location Riyadh, KSA.

# PROFESSIONAL EXPERIENCE

## KEY RESPONSIBILITIES

- **Project Planning & Execution Support:** Collaborate in defining project scope, objectives, and deliverables; contribute to developing project plans and timelines.
- **Schedule & Activity Coordination:** Organize and schedule project meetings, workshops, and events; maintain project calendars and communicate key dates.
- **Progress Tracking & Monitoring:** Monitor project timelines, milestones, and deliverables; identify and escalate potential risks or delays.
- **Documentation Management:** Organize and maintain project files, records, and documentation for easy access.
- **Resource Coordination:** Assist in the allocation and tracking of project resources, including personnel and budget.
- **Administrative Project Support:** Provide administrative support to project teams, including agenda preparation and meeting minutes.
- **Risk Management Contribution:** Assist in identifying potential project risks and developing mitigation strategies.
- **Program Planning Contribution:** Contribute to the development and implementation of program strategies and plans.
- **Program Performance Monitoring:** Track the progress of individual projects and report on overall program status and risks.
- **Program Communication Facilitation:** Support communication across project teams within the program and with stakeholders.
- **Resource Management Support:** Assist in the allocation and management of resources across the program.
- **Stakeholder Management Support:** Support engagement and communication with program-level stakeholders.

## KEY RESPONSIBILITIES

- **Coordinating Daily Operations:** Overseeing and managing the routine activities of the organization to ensure efficiency and effectiveness.
- **Streamlining Processes:** Identifying inefficiencies in operational workflows and implementing improvements to enhance productivity and reduce costs.
- **Communication and Collaboration:** Facilitating clear and effective communication between different teams, departments, and external stakeholders.
- **Problem-Solving:** Identifying and addressing operational issues and challenges as they arise, implementing timely and effective solutions.
- **Project Support:** Assisting in the planning, execution, and monitoring of projects, ensuring they stay on track and meet deadlines.
- **Administrative Tasks:** Providing general administrative support to ensure the smooth running of the office.
- **Data Analysis and Reporting:** Collecting and analyzing operational data to identify trends and generate reports for management.
- **Compliance and Safety:** Ensuring that all operational activities adhere to relevant regulations, safety standards, and company policies.
- **Vendor Management:** Liaising with external vendors, managing contracts, and ensuring the quality of their services.

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## TILAD ENVIRONMENTAL COMPANY

### PROJECT PROGRAM COORDINATOR

NOV 2024 - PRESENT

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## BATEEL INTERNATIONAL COMPANY

### GENERAL OPERATION COORDINATOR

DEC 2020 - NOV 2024

# PROFESSIONAL EXPERIENCE

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## KEY RESPONSIBILITIES

- **Strategic Calendar Management:** Expertly managed and optimized the CEO's complex schedule, coordinating meetings, travel, and appointments.
- **Executive Communications:** Drafted professional correspondence, presentations, and reports, and managed the CEO's communications.
- **Confidentiality Management:** Handled sensitive information with the highest level of discretion and maintained strict confidentiality.
- **Stakeholder Liaison:** Served as the primary point of contact for internal and external stakeholders, effectively managing access to the CEO.
- **Meeting & Project Support:** Prepared meeting materials, recorded minutes, tracked action items, and provided support for special projects.
- **Proactive Problem Solving:** Anticipated needs, addressed challenges, and ensured the smooth functioning of the executive office.
- **Efficient Office Operations:** Managed office supplies, coordinated with IT and facilities, and implemented organizational systems.
- **Travel & Logistics Management:** Arranged complex travel itineraries and managed all related logistics.
- **Personal Assistance (as needed):** Provided discreet support with personal appointments and errands.

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## KEY RESPONSIBILITIES

- Directed daily restaurant operations, ensuring efficient workflow across all functions including food preparation, customer service, and facility maintenance.
- Spearheaded team management, encompassing recruitment, comprehensive training programs, strategic scheduling, and effective leadership to optimize staff performance.
- Maintained strict adherence to Subway's food quality and safety protocols, as well as relevant health and regulatory guidelines, ensuring a safe and high-quality product for customers.
- Championed exceptional customer service standards, personally addressing and resolving customer concerns to foster satisfaction and loyalty.
- Oversaw inventory management, including accurate stock monitoring, timely ordering of supplies, and implementation of strategies to minimize waste and control costs.
- Ensured the maintenance of a clean, organized, and well-presented restaurant environment, adhering to Subway's brand standards and maintaining operational functionality.
- Managed financial operations, including accurate cash handling, implementation of cost-control measures, and active contribution towards achieving and exceeding sales targets.
- Guaranteed full compliance with all Subway's operational policies, procedures, and relevant local and national regulatory requirements.
- Proactively identified and resolved operational challenges through effective problem-solving and decision-making to minimize disruptions and optimize efficiency.

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## BAZY TRADING AND CONTRACTING COMPANY

EXECUTIVE ASSISTANT TO THE CEO AND COO

MAR 2018 - DEC 2020

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## SUBWAY INTERNATIONAL QSR - FRANCHISE

GENERAL OPERATION MANAGER

MAY 2010 - MAR 2018