

Shiela Wycoco

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PERSONAL SUMMARY

A seasoned administrative support professional offering versatile office management, project coordination and customer support. With a background in sales support and working alongside senior management, my proactive approach, exceptional communication skills and adaptability enable me to excel in fast-paced environments while maintaining confidentiality and professionalism. I am eager to contribute my skills to support the efficiency and success of your team.

KEY SKILLS

- Microsoft Office (Excel, Word, PowerPoint)
- Customer Support
- Desk Level Procedure Creation
- Administrative Support
- Automated Filing Systems
- Order Management
- Business Correspondence Writing
- Meeting Note Taking
- Event Coordination

WORK EXPERIENCE

Prince Mohammed Bin Abdulaziz Hospital

Riyadh, Saudi Arabia

Secretary

Oct 2016 - Present

- Served as primary point of contact for all communication and inquiries related to academic and training affairs, resulting in 50% increase in efficiency in addressing internal and external queries by effectively managing all forms of correspondence.
- Successfully managed executive calendar by proper scheduling, meeting coordination, and adapted to dynamic schedule changes by proactively anticipating conflicts and adjusting priorities, maintaining efficiency during periods of high demand.
- Adhered to all financial guidelines and regulations set forth by the organization when travel planning. Maintained detailed travel records for expense tracking.
- Maintained a well-organized executive workspace through effective document management, equipment upkeep, and supply inventory control.
- Collaborated in event planning including Academic events and team-building activities.
- Engaged in project coordination ensuring timely submission of deliverables for the entire team.
- Collaborated with cross-functional teams to streamline office processes and workflows.
- Provided Ad hoc Support as required by the director of academic affairs.

IBM Business Services, Inc

Manila, Philippines

Bid Support Specialist (APAC)

Feb 2016 - Oct 2016

- Coordinated response efforts across multiple departments to ensure cohesive messaging throughout each proposal.
- Performed wide-range administrative, financial and service-related functions.
- Successfully performed all bidding activity including bid management, proposal development and the direct assistance and support to sales representatives and bid managers
- Ensured compliance with all RFP requirements through meticulous attention to detail and adherence to submission deadlines.
- Managed a library of past bids to extract relevant content for future use, reducing duplication of effort.

IBM Business Services, Inc

Manila, Philippines

Bid Support Specialist (EMEA)

Jan 2012 - Jan 2015

- Provided presales and post-sales support to an Order Management focused team including bid proposals, quotations, pricing approvals, processing purchase orders, order entry, filtering and completion.
- Coordinated schedules and approvals for senior management actions in support of bid opportunities.

- Enhanced bid success rate by developing comprehensive proposal templates and guidelines.
- Served as corporate liaison for finance, IT, and marketing departments.
- Increased profitability and productivity by minimizing downtime and streamlining quality control procedures.

EDUCATION

Velez College

Cebu City, Philippines

Bachelor of Science in Biology

PROJECT EXPERIENCE

Riyadh Second Health Cluster (RC2)

Riyadh, Saudi Arabia

S.T.A.R. Project

Feb 2023 - Aug 2023

- Served as project coordinator for the first Summer Training and Research project of the Riyadh Second Health Cluster. S.T.A.R. is designed to provide medical trainees with a wide range of learning experiences and resources by providing practical training and research foundation during their academic years to ensure provision of high-quality care.
- S.T.A.R. project generated more than 80% increase in the RC2 summer training revenue compared to the previous year.
- RC2 reached an unprecedented number of medical undergraduates hailing from the GCC and some in Asia and Europe.

LEADERSHIP EXPERIENCE

Prince Mohammed bin Abdulaziz Hospital

Riyadh, Saudi Arabia

Undergraduate Coordinator

Jan 2017 - Present

- Lead a team of department coordinators working in different medical departments that handle the administrative requirements of trainees specific to their respective specialties.
- Implement continuous training of department coordinators in response to changes on policies and procedures under the supervision of the office of academic affairs.

TRAININGS

- Project Management Fundamentals
- Decision Intelligence