

ANDREA HENRIQUEZ

San Pedro Sula, Honduras, Central America | +504-32276353 | a2_perdomo@hotmail.com / andreahenriqz@gmail.com

PROFESSIONAL PROFILE

Dedicated administrative professional with a proven track record of effectively managing office operations and providing comprehensive support to executives and teams. Highly organized and detail-oriented, adept at handling multiple tasks and prioritizing workflow to meet deadlines. Strong communication and interpersonal skills, fostering positive working relationships with colleagues, clients, and stakeholders. Proficient in office and administrative tools, committed to maintaining confidentiality and upholding the highest standards of professionalism.

SKILLS

Office Management, Administrative Support, Communication, Organization, Problem-Solving, Technology Proficiency, Confidentiality, Team Collaboration

EXPERIENCE

MOBILITY & COMPENSATION COORDINATOR

GILDAN HONDURAS PROPERTIES

2023 - PRESENT

- Coordinate employee relocations, including visa processing, housing arrangements, and transportation logistics, ensuring a smooth transition for relocating employees and their families.
- Manage expatriate assignments, liaising with global teams to facilitate assignment approvals, extensions, and repatriation processes.
- Provide guidance and support to employees on mobility policies, relocation benefits, compensation inquiries and travel policies.
- Participate in cross-functional projects and initiatives to enhance mobility programs, improve processes, and support organizational goals.
- Job positions analysis and value compare within the market.
- Travel arrangements for all employees such as flight tickets, booking hotels, transportation and prepare agendas, visas if required.
- Support creating org charts to all areas.

EXECUTIVE ADMINISTRATIVE ASSISTANT

(SVP Manufacturing LATAM, VP Supply Chain, VP Global Compliance and Environment)

GILDAN HONDURAS PROPERTIES

2020 – 2023

- Manage executive calendars, scheduled appointments, and coordinated meetings, optimizing efficiency and productivity.
- Maintain organized filing systems and databases, facilitating easy access to information and efficient record-keeping.
- Assist in event planning and coordination, including logistics, venue selection, and vendor management.
- Handled incoming calls and emails, providing timely responses, and directing inquiries to appropriate personnel.
- Prepare and process expense reports, purchase orders, and other administrative documents.
- Collaborate with cross-functional teams to support various projects and initiatives, contributing to successful outcomes.
- Travel arrangements, including airline tickets, hotel reservations, transportation, and confirmation of work schedule.
- Assist and follow up on projects focused on volunteering and community investment.

ADMINISTRATIVE ASSISTANT / EXECUTIVE ASSISTANT TO GENERAL MANAGER

TELEWORKS

2018 – 2020

- Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers.
- Perform a variety of accounting activities, such as preparing check requests, expense reports, purchase orders, and invoices.
- Import/Export for Telecom equipment.
- Content creator for social media (Facebook and Instagram).
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Understanding and promoting company partners.
- Visiting clients and potential clients to evaluate needs and promote products and services.

RECEPCIONIST / HR ASSISTANT

GILDAN HONDURAS PROPERTIES

2016 – 2018

- Manage front desk operations, including greeting visitors, answering phones, and directing inquiries to appropriate personnel, ensuring a welcoming and professional atmosphere.
- Provide administrative support to HR department, including payroll, scheduling interviews, and onboarding processes for new hires.
- Maintain employee records and databases, ensuring accuracy and compliance with company policies and regulatory requirements.
- Drafted and proofread correspondence, memos, and other documents, maintaining professional communication standards.
- Coordinated office supplies and equipment maintenance, ensuring smooth functioning of office operations.
- Assisted with special projects and events, including employee engagement initiatives and company-wide activities.

FRONT DESK RECEPCIONIST

INTERCONTINENTAL HOTEL

2016

- Perform all check-in and check-out tasks.
- Manage online and phone reservations.
- Provide information about hotel, available rooms, rates and amenities etc.
- Upsell additional facilities and services.

CUSTOMER SERVICE REPRESENTATIVE / TECH SUPPORT

CONVERGYS HONDURAS (ALTIA)

2015 - 2016

- Manage high volumes of chats.
- Provide up-to-date product and service information to customers.
- Provide troubleshooting steps to resolve any problem with customer service.

CUSTOMER SERVICE REPRESENTATIVE

STARTEK HONDURAS (ALTIA)

2013 - 2014

- Resolve customer issues and complaints effectively and efficiently.
- Manage high volumes of inbound and outbound calls.
- Provide up-to-date product and service information to customers.

EDUCATION

Bachelor's degree of Tourism Business Administration 2010-2015

LANGUAGES

Spanish: Native

English: Advanced