



Joy Mariel Malasan

**EXECUTIVE OPERATIONS & OFFICE
MANAGER / SENIOR EXECUTIVE
ASSISTANT TO THE CEO**



Philippines



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+63917 6363 251



www.mariel-malasan.com

Executive Operations and Office Management leader with 15+ years of experience serving as a trusted partner to CEOs, COOs, Managing Directors, and senior leadership teams across international and remote organizations. Offers a decade of Dubai-based experience and broad oversight of HR, finance, procurement, compliance, logistics, customer service, sales, and administration. Proven ability to build scalable SOPs, automate workflows, coordinate distributed teams, manage complex calendars and global travel, and convert executive priorities into accountable execution. Achieved 30% lower annual operating expenses, 25% savings on supplier contracts, and a 20% reduction in administrative staffing requirements through process redesign. Completed Management Essentials at Harvard Business School Online and is pursuing Juris Doctor studies, strengthening capabilities in contracts, compliance, legal research, and analytical decision support.

WORK EXPERIENCE

Wilkhahn Dubai, UAE

Nov 2016 - Dec 2020

OFFICE MANAGER / ASSISTANT TO THE DIRECTOR

- Reduced annual operating expenses by 30% through stronger administrative controls, resource planning, vendor coordination, and cost-management practices.
- Redesigned and implemented administrative procedures that increased office efficiency and reduced staffing requirements by 20%.
- Improved the employee onboarding process by introducing clearer procedures, documentation, and coordination across departments.
- Established a centralized renewal-tracking system for contracts, agreements, residence visas, medical requirements, office leases, trade licences, and corporate documentation, supporting timely compliance.
- Strengthened executive productivity by managing complex calendars, meetings, and international travel throughout the United States, Europe, and the Middle East.



information systems Dubai, UAE

Sep 2012 - Nov 2016

OFFICE MANAGER / BUSINESS DEVELOPMENT

- Reduced office supply contract costs by 25% through supplier benchmarking, strategic negotiation, and stronger relationships with third-party vendors.
- Generated new sales opportunities through outbound prospecting, cold calling, professional networking, and preparation of tailored client quotations.
- Improved procurement efficiency by coordinating the complete purchasing cycle, from supplier research and cost evaluation through purchase orders, invoicing, delivery, and CRM documentation.
- Strengthened management decision-making by preparing monthly expense reports, forecasting operating costs, and recommending financial actions to the Managing Director.
- Supported uninterrupted business operations by coordinating timely DMCC applications and renewals for employee visas, work permits, trade licences, commercial leases, and corporate documentation.

EDUCATION HISTORY



Manila Law College
Juris Doctor

Aug 2025 - 2029 (expected)



**Harvard Business
School Online**

Jan 2020 - Mar 2020

Management Essentials



Pontifical and Royal
UNIVERSITY OF SANTO TOMAS
THE CATHOLIC UNIVERSITY OF THE PHILIPPINES

Jun 2002 - Mar 2006

Bachelor of Science in Tourism



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PROFESSIONAL COMPETENCIES

Executive Operations | Office Management |
Executive Support | Operational Strategy |
Process Improvement | SOP Development

Workflow Automation | Cross-Functional
Coordination | Calendar, Travel & Meeting
Management | HR & People Operations |
Recruitment

Budgeting & Forecasting | Financial
Administration | Procurement & Vendor
Management | Contracts & Compliance |
Project Management

Stakeholder Management | Business
Development | Executive Communication |
Legal Research & Analytical Decision Support

TECHNOLOGY & SYSTEMS

AI & Automation: ChatGPT for research,
drafting, summarization, document analysis,
and workflow design; Zapier; Jotform;
workflow automation

Operations & Collaboration: Microsoft 365,
SharePoint, OneDrive, Google Workspace,
Trello, Asana, Monday.com, Notion, Coda,
Airtable, Basecamp, Kaizen Hub, Zoom
CRM, Finance & Business: NetSuite, HubSpot,
Microsoft Dynamics CRM, QuickBooks,
GoHighLevel, Hubstaff, Wise Business,
DocuSign, PandaDoc

Marketing & Creative: Mailchimp, Buffer,
Thinkific, Canva, Adobe Photoshop, video-
editing tools

REMOTE WORK EXPERIENCE

BREVITÉ New York, USA

Aug 2022 - Jun 2023

EXECUTIVE ASSISTANT TO THE CEO

- Developed and implemented SOPs that standardized administrative processes, optimized workflows, and reduced operational errors.
- Spearheaded a results-driven recruitment process encompassing job advertising, candidate screening, interviews, and hiring recommendations, supporting the acquisition of high-quality talent.
- Strengthened employee lifecycle management by establishing structured onboarding, training, benefits communication, offboarding, and exit procedures.
- Maintained accurate and timely payroll and timekeeping processes by validating employee hours, overtime, leave records, reimbursements, and supporting documentation.
- Improved operational and budgetary control by closely monitoring payroll, employee expenses, reimbursements, events, and travel arrangements.

SuperForm. Canada & USA

Aug 2023 - Sep 2025

SENIOR EXECUTIVE ASSISTANT TO THE COO / OPERATIONS

- Developed and centralized company-wide SOPs, process manuals, checklists, forms, policies, and training materials across nine business functions, creating a comprehensive SharePoint-based Process Bible.
- Designed automated workflows using Jotform, Trello, Zapier, Microsoft 365, SharePoint, email, WhatsApp, and calendar integrations, reducing repetitive administrative work and strengthening accountability.
- Standardized processes across HR, Finance, Production, Customer Service, Sales, Marketing, Inventory, Quality Control, and Administration, improving cross-functional coordination and business continuity.
- Strengthened executive follow-through by implementing structured systems for tracking decisions, responsibilities, deadlines, dependencies, and outstanding action items.
- Evaluated existing business processes and technology platforms and recommended more streamlined, efficient, and cost-effective operational systems.