

# HELEN GRACE V. PALMIANO

+974 70487618/ +974 70184225  
hgtvillanueva@gmail.com



<https://www.linkedin.com/in/helen-palmiano-mba/>



## PROFILE SUMMARY

Tenacious, astute and results-driven professional equipped with well-developed academic qualifications in Business Administration and Computer Science. Well qualified and seasoned in Document Mgt. System and Control, Project Implementations, Personnel Administration with years of successful track record, particularly skilled in appointment scheduling, front desk management, and official correspondence handling. Known for providing discrete and confidential administrative support to executives. Effectively interacts with all levels of administrators, clients, and stakeholders. Display an outstanding ability to plan, operate, multitask, organize, coordinate, and implement practices and procedures to bring significant improvements in processes towards the successful attainment of goals.

## CORE COMPETENCIES

Innovation	Team Player	Optimistic Attitude
Policies & Procedures	Ability to Multi-Task	Good Time Management
Strong Work-Ethic	Customer Service Skills	Goal-Oriented
Strong Organizational Skills	Exceptional Presentation Skills	Superb Communication Skills
Critical Thinking	Professionalism	Interpersonal Skills
Digital Cataloging	Problem Solving	Quality Control

## EXPERTISE AND COMPETENCIES

- Highly established professional with progressive experience in the **Construction and Engineering industry**, overseeing **contract administration** and **Tender coordination** for wide range of development projects.
- **Active Listening:** Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Achievement: **Increase** overall **efficiency** to **30%** by overhauling the company's filing system
- **Office Administration, Document Control**, Maintaining Logs, Records & Data Analysis, Technical Management, Records and Electronic Data Management, **Secretarial Practices and Document Control** System.
- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Coordination:** Adjusting actions in relation to others' actions.
- Consummate professional dedicated in making the lives of busy executive easier. Serve as an effective gatekeeper; prepare well-researched and accurate documents manage **heavy calendars** and efficiently handle daily office tasks.
- **Critical Thinking:** Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- **Judgment and Decision Making:** Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- **Management:** Coordinating and guiding others to meet objectives and goals.
- **Monitoring:** Monitoring/assessing performance of other individuals, or organizations to make improvements and take corrective action.
- **Multitasking:** Juggle multiple tasks and responsibilities while remaining composed and meeting deadlines.
- **Relationship Management:** Conflict resolution, motivating, organizing, troubleshooting and establishing rapport.

## SELECTED EXPERIENCE

**SR. ADMIN/ EXECUTIVE ASSISTANT** to Client **Barwa Group Real Estate Development** - Secondment Qatar Project Management | Oct. 2020 to date

**Overview:** Barwa Real Estate Group has built an enviable track record of taking on large scale complex and unique developments and completing them to the highest standards. Barwa's portfolio consists of developments as well as income generating real estate investments that include residential units, retail space, offices and mixed use developments.

### Duties and Responsibilities as Sr. Document Controller /EA - Commercial and Contracts

- Responsible for organizing diary, heavy calendar meetings of Commercial & Contract Director. Provide admin support to Group Chief Development Officer its daily activities and manage all admin aspect.
- Provide Technical and Administrative assistant concerning team for all support, including associated with IT issues, set up equipment parameters for new staff, coordinates over all for all department, provide support to logistic, over gate, car passes/ Access card request and other business related support. Acts as focal point for internal, and external visitor.
- Manage an effective document control system ensuring documentation is properly registered, circulated, controller and easily accessible.
- Recording, expediting, reviewing, and processing the documentation whilst maintaining a functional client service relationship both internally and externally.
- Preparing and issuing transmittals and maintaining document control registers and maintaining the archive project documentation, including electronic and hard copies.
- Arrange and quality checks all our contracts letters, and other communication correspondence. Ensure it's in line with company standard format also handles department database, and maintain document's accuracy and quality.

- Keep up to date all the correspondence and documentation related to contracts such Claims and variation logs and Tracking of all tender related correspondence before, during and after submission. Consolidate sections and/or documents developed by others team members into the required tender format.
- Sustain, organize and update all the completion, Variation Order request, interim certificate, Statement of Final Account, , Collating all the Performance Bonds/Guarantees and Insurances related to contracts should be in proper record in database.
- Process all Payment Related request RFQ, RFP, Purchase Request and Order and liaise with local and international suppliers.
- Manage and control the issuance of document numbers, including maintenance of proper document registers, project database in Electronic Document Management environment, including Internet-based document management system.
- Maintain, make available and backup master document sets.

#### **TECHNICAL ASSISTANT TO DOHA METRO DIRECTOR | QATAR RAIL | AUGUST 2015- JULY 2020 |**

**Overview Contract 1:** A Red Line North Elevated & At Grade 6km includes elevated viaduct and at grade works including 2 Elevated stations and 1 stabling yard. (U\$500m)

**Overview Contract 2** Green Line Elevated & At Grade 3.2 klm. will emerge from the underground at the Education City trough and extend westwards alongside the proposed Gharafat Al Rayyan and Dukhan highway.

**Overview Contract 3 Fish Markets MME** – Assist in Tender documentation, procurement of various projects as part of national food security program for the State Qatar project by the Minister of Municipality and Environment. - In progress

#### **Duties and Responsibilities as Technical Assistant to Director**

- Provided administrative and business support to the Project Director of Doha Metro and deliver full administrative support to his Project Management teams
- Coordinated all aspects of internal and external visitor meetings, seminars, interviews, itineraries flights, hotels, cars etc.
- Maintained Directors complex diary schedule, Calendar Management for internal, external, including client, stakeholder meetings, video or teleconference call.
- Completed appropriate paperwork, documentation, and system entry without errors.
- Coordinated department functions, procedures, documentation, work flow, handling incoming and outgoing correspondence.
- Overseas Management of Admin operation of Directors office establishing work priorities, and addressing in resolving problem related to day to day operation.
- Supervise and perform special assignment, take MOM from time to time if required, draft letter, and review report and collaborate to all the Department.
- Maintain VIP visitors, coordinates protocols activities, and VIP meetings.

#### **CONTRIBUTIONS:**

- Improved office efficiency by implementing a systemized/colored filing system and introducing a time saver measures.
- Enhance Communication between internal Department and executive team, fostering sense of team work and collaboration thus includes external parties between client, and Consultant /Contractor and Client.
- Organized and Maintained Administrative and project related documents migration to SharePoint folder.

#### **ACCOMPLISHMENTS:**

Successfully planned and executed corporate meetings, lunches and special events for groups of employees and including VIPs.

- Interact proactively with the team and coordinated all the department functions for team of employee.
- Increased office administration by developing efficient filing system and customer database protocols.
- Maintain PD and Sr. Project Manager Calendar, scheduling meetings ensuring no conflict.
- Delivers an excellent admin initiative support and good customer service while multi-tasking, maintaining confidentiality, and interacting with management, employees, contractors and customers.
- Supported process improves for key cross functional process, overseas standard financial and operational analysis on a regular basis to support PD overall Business planning.
- Successfully assisted the PD to delivered multibillion dollar infrastructure projects to U\$ 4bn+

#### **COMMISSIONING MANAGEMENT - DOCUMENT CONTROLLER/EXECUTIVE ASSISTANT TO CHAIRMAN | Quantum UK LTD | June 2013- June 2015**

##### **Overview Contract:**

Qatar Petroleum District (formerly Barwa Financial District) is designed to be a complex of 10 state-of-the-art high rise buildings which will serve as the headquarters of Qatar Petroleum. The overall project cost forecast is QAR 10 billion and it is situated in the West Bay area of Doha.

##### **Duties and Responsibilities:**

- Ensured that all the relevant Project documentation are registered / maintained in the electronic Document Management System (**EDMS**)
- Accumulated, produced, and maintained all associated commissioning documentation system, database files and folders Populated the certification management.
- Demonstrated proficiency with large-scale Document Control management software (**ACONEX,DREAMWEAVER and CMS**)
- Developed and implement a process to acquire and monitor key information on project performance for sales, costs, margin, and schedules.
- Organized all the aspect of internal and external visitors meeting, seminars and interview.

**CONTRIBUTIONS:**

- Successfully prepared reports, letter, spreadsheet and memos.
- Develop and Manage an online tracker database system , allowing better document system, revision document identification that ensure fast retrieval of documents.

**FINANCIAL ASSISTANT COST CONTROLLER |QATAR GAS TRANSPORT NAKILAT DAMEN SHIPYARD RAS LAFFAN, QATAR | July - November 2013 |**

World leading transported of liquefied natural gas and Damen, a global leader of ship building. The shipyard has been designed and built to meet the modern shipbuilding standards and ideally located in the middle of Arabian Gulf. Product includes Harbor & Terminal, Offshore & Shipping

**Overview Contract:**

Name of the Company **Qatar Gas Transport** Company Ltd. (NAKILAT), a joint-stock Company. Capital of the Company The authorized capital of the Company amounts to QR 5,600,000,000 (five billion and six hundred million Qatari Riyals) divided into 560,000,000 (five hundred and sixty million) shares. The Nominal Value of the Stock QR 10 (ten Qatari Riyals)

**Duties and Responsibilities:**

- Managed application and budget processes for various student grants and fellowships, including working with Finance manager.
- Demonstrated an understanding to related procedures and processes flow to handle clerical work and data.
- Assisted in preparing various financial/ administrative reports to Financial Manager and the Cost Engineer team to ensure profitability
- Maintained a filing system for all financial documents while ensuring the confidentiality and security of all financial and employee files.

**Marketing Manager | Store Franchise | January 2009- December 2012 |**

**Duties and Responsibilities:**

- Quantified monthly goals for generated sales, incurred costs, and customer satisfaction.
- Developed efficient system for daily cash flow. Managed payment schedule for vendors and payroll. Manages acquisitions, prepared invoice updated accounting records.
- Succeed to manage HR side of business. Directly supervised prepare for work schedule of crew. Trained all employees in customer service and set standards
- Responsible for overhauling that Corporate Franchise to profitably sell it to a perspective franchisee.
- Managed all facets of business including marketing, customer relations, sales, finance.

**Area Sales Manager | Wellness AG Inc | June 2006- December 2008 |**

**Duties and Responsibilities:**

- Created best practices for operational fluidity
- Improved area in overall productivity and percentage to goal, becoming the highest producing area in the entire market, exceeding annual plan.
- Maximized sales and profitability in Region 5 provinces.
- Developed a forecasting and budgeting system that enabled my territory to achieve monthly and quarterly quotas.
- Compiled and analyzed sales figures, monitoring team performance and motivating them to reach targets.

**Administration Assistant | i-Governance, Naga City hall | November 2004- May 2006 |**

**Duties and Responsibilities:**

- Prepared and implemented editing letters, reports, memos, and emails
- Carried out file and arrange documents according to its proper order and achieve documents, systematic filing shorting and hard copies.
- Organized meetings, appointments, and executive travel
- Maintaining folders on servers, and update website and Covering reception.

**OTHERS PART-TIME EXPERIENCES**

**Information Technology Trainer | Universidad de Sta. Isabel and STI, College | June 2009- October 2011 |**

**Night Auditor | Two seasons Hotel | 2011 |**

**Income Generating Program | Guru | Ateneo de Naga University | 2010 |**

**TECHNICAL SKILLS**

Technology Savvy

Proficient in **Microsoft Office Suite** (Outlook, Word, PowerPoint, Excel) Tawasol

EDMS **ACONEX** file Management, **CMS Correspondence Management System**, SharePoint

Team Collaboration software, file sharing such as Cisco WebEx, Microsoft Teams Meeting, Skype for Business, Zoom (Virtual Meeting)

Macromedia Dreamweaver , Basic PC troubleshooting, Basic POS

Basic Programming C++, Java, Adobe Acrobat , Adobe Photoshop, Opera System, Cisco experience in **Document Control Management**

Basic safety, CPR and first aid training, 3 years Information Technology teaching in experience in reputable academic industry

## EDUCATION

### Master in Business Administration GPA 3.6

With Methods of Teaching earned units - Ateneo de Naga University October 2011

### Bachelor in Computer Science major in Computer Science

University of Nueva Caceres

March 2005

### Diploma in International NA

Phil. International Institute Qatar

Nov. 2021

### Project Management Certificate

Icon Academy, Doha Qatar

October 2019

## PROFESSIONAL TRAININGS & AWARDS

### Special Award Diploma in International NA / License Basic Life Support

UAQ Safety Training Centre ,Doha Qatar

Aug. 2021

### Community Ambassador

Mohammed Bin Rashid University of Medicine Health and Science

March 2020

### Best Team, Leadership Award

Welfare & Service Associated with Hospitality in partnership  
with Department of Labor &Employment

Aug. 2019

### Outstanding Performance for International, English Language Test

Filipino Institute., Al Waab Campus, Doha Qatar

September – October 2017

### Business Report Writing

Qatar Finance and Business Academy

April 2017

### Distinction Award for Advance Microsoft Power Point

Family Computer Center, Doha Qatar

June 2015

### Document Control Management

Qatar Centre for Development , Doha Qatar

July 2014

### PMP Project Management Professional

Organizer - Al Waab, Al Khor, Qatar

June 2013

Annual Conference Toastmasters International

April 2013

### Excel 2010 Advanced Professional

Family Computers Centre, Doha Qatar

February- March 2013

### A Good Customer Service Speaker & Entrepreneurship Lecturer

Ateneo de Naga University, Philippines

November 2011- October

## CHARACTER REFERENCES

### DERMOT OMEARA - Project Director Doha Metro

[domeara@qr.com.qa](mailto:domeara@qr.com.qa)

+974-55607794

### MAGED BAYOUMI - Sr. Business Dev. Specialist, Operations QPM - Qatar Project Management

[Mbayoumi711@gmail.com](mailto:Mbayoumi711@gmail.com)

+974 744 81489

### SARAVANAN VALIYA – Contracts Manager Group of Barwa Real Estate

[vks300@gmail.com](mailto:vks300@gmail.com)

+974 -33740003

### MIKE CUTTS – EGIS RAIL Procurement Director

[Mikedcutts@gmail.com](mailto:Mikedcutts@gmail.com)

### BRIAN HANSEN- Associate Director Tunnels and Underground Infrastructure

[brian.dorin.hansen@gmail.com](mailto:brian.dorin.hansen@gmail.com) +45 56 40 48 34