

MICHELLE S. NAVARRO

+1 778 323 7591 | michnavarro16@gmail.com | <https://ca.linkedin.com/in/michelle-navarro>

PROFESSIONAL SUMMARY

- Resourceful, dynamic, and highly motivated Administrative Coordinator with over 9 years of professional experience in Customer Service, Office Administration and Field Operation.
- Seasoned EHS professional with expertise in risk assessment, incident management, and safety training.
- Highly adaptable, flexible professional who embraces teamwork, but also enjoys working independently to accomplish an outstanding outcome, using excellent communication, coordination, and social skills.
- Skilled in incident response, including thorough investigations and implementation of effective corrective actions.

KEY SKILLS

- Responsible for reducing workplace hazards and accidents by ensuring regulatory compliance is adhered
- Ability to work and adapt in a fast-paced work environment
- Detail oriented, willingness to learn and be trained in different tasks.
- Able to communicate clearly with team members to ensure understanding of safety protocols, promote a safe work environment, and effectively convey company, environment, health and safety information and updates.

EDUCATION and TRAINING HISTORY

- Co-op at Specsavers Canada – January 23, 2025 – March 28, 2025
Logistics Administrator Intern
- Supply Chain and Logistics Post Degree Diploma
Langara College, Vancouver, British Columbia, Canada – April 11, 2025
 - ✓ Intercultural Strategies for Business – July 2023
 - ✓ Business Communication – July 2023
 - ✓ Microsoft Office – August 2023
- Certificate in International Freight Forwarding
CIFFA (The Canadian International Freight Forwarders Association Inc) – April 2024
- Bachelor of Science in Nursing
Our Lady of Fatima University, Valenzuela City, Philippines – October 2009

EMPLOYMENT HISTORY

- The North Face, British Columbia, Canada
Position: Part-time Floor Supervisor
Duration: September 2024 – Present
- The North Face, British Columbia, Canada
Position: Part-time Sales Associate
Duration: August 2023 – September 2024
- FieldCore Service Solutions Intl LLC., Singapore
Position: Field Service Coordinator II
Duration: February 2017 – April 2023
- Granite Services International Inc., Singapore
Position: Administrative Assistant II
Duration: June 2015 – February 2017
- Granite Services International Inc., Philippines (under Manpower Outsourcing Services)
Position: Company Nurse / Administrative Assistant
Duration: April 2014 – May 2015

- International SOS, Philippines
Position: Customer Service Executive – Medical Level II
Duration: June 2012 – February 2014
- Quirino Memorial Medical Center, Philippines
Position: Emergency Room Nurse
Duration: October 2011 – June 2012
- SM Mart Inc., Philippines
Position: Company Nurse
Duration: March 2010 – October 2011

WORK EXPERIENCE

The North Face, British Columbia, Canada September 2024 – Present

Roles: Part-Time Floor Supervisor

Responsibilities:

- Supervise stockroom area by ensuring a safe working environment for all employees is maintained at all times.
- Coach and develop staff to exceed individual and store productivity goals by educating them in the technologies that the apparels offer in order to meet sales target.
- Supervise floor coverage and activities, including opening and closing store as scheduled.
- Works closely with Assistant and Store Manager in providing training and ongoing development of store staff in customer engagement and all company programs, policies and procedures.
- Support the Assistant and Store Manager in achieving all financial and operational objectives including expense control, minimize Loss Prevention, store audits, and weekly reporting.
- Partner with the Assistant and Store Manager to ensure compliance and adherence to policies and procedures, standards and practices, and company directives.
- Model behavior that respects the background, experience, and cultural differences of others, while upholding the integrity and values of the VF Corporation and the brand.

The North Face, British Columbia, Canada August 2023- September 2024

Roles: Part-Time Sales Associate

Responsibilities:

- Provide a high level of personalized customer engagement and serve as a one stop resource for customers, providing them with relevant product, community, and activity-based knowledge and recommendations.
- Demonstrate a willingness to learn and to share relevant activity, community, and product. knowledge to create a memorable and valuable experience for the customer.
- Assist in the execution and maintenance of visual directives and standards, including but not limited to merchandise presentation, housekeeping, product replenishment.
- Support Loss Prevention initiatives and contribute to the store's overall visual and operational maintenance.

FieldCore Service Solutions Intl. LLC. Singapore February 2017 – April 2023

Roles: Field Service Coordinator II

Responsibilities:

- Arrange and coordinate mobilization for field engineers going in and out of Singapore, Malaysia and other countries as required (accommodation, transportation, trainings, country requirements)
- Collaborates with various departments and communicates directly with field employees to ensure a safe and successful outage, covering mobilization, preparation, execution, and demobilization stages.
- Point of contact for Outage Managers and Service Managers with regards to the outages PO's, consumables; for Immigration Team in assisting LOI's and documentation
- Key resource for COVID-19 related procedure for Singapore (RRT Testing, Vaccination, Safe Travel, Trace Together)
- Conducts ARIBA training for users with regards to PR creation, modification, cancellation, goods receipt, undo GRN, etc.
- Knowledge in the procure to pay process using ARIBA, Perceptive and overview in Power Max for Accounts Payable
- Manage travel and expenses in CONCUR and assists in providing solution and information for employees having system issues
- Participates in other tasks (e.g., PPE data collection, cost savings effort during mobilization /demobilization etc.) as assigned by the Employee Owner and Region Leads
- First Aid and AED responder
- Received Focus and Safety Award

Granite Services International Inc, Singapore

June 2015 – February 2017

Role: Administrative Assistant II**Responsibilities:**

- Responsible for calendar management (MS Outlook), expense report creation / submission and T&L management (ORACLE)
- Creates business presentations, charts, purchase requisition for different countries in Asia for administrative purposes
- Assists Procurement team for products relating to employee incentives in APAC
- Manage and coordinate business meetings outside of Singapore for Asia Leadership Team
- First Aid and AED responder

Granite Services International Inc., Philippines under Manpower Outsourcing Services

April 2014 – May 30, 2015

Type of Employment: Contract**Roles:** Company Nurse / Administrative Assistant**Responsibilities:**

- Provide first aid support, AED as needed and over the counter medications based on medical evaluation as necessary.
- Works closely with HR team for local insurance compensation arrangements, annual checks are done to ensure the safety of our employees before they mobilize to their assignments
- Leads the EHS / Safety and as well as champion for the Living Well Program for the whole GSII Philippine Office.
- Maintains appropriate medical supply inventory and liaise this with the purchasing team.

International SOS, Philippines

June 2012 – February 2014

Roles: Customer Service Executive – Medical Level II**Responsibilities:**

- Arrange and coordinate the medical requirement for each client in a timely and organize manner
- Collaborate with different global team on procedures for medical evacuation and repatriation of the client as deemed necessary
- Creates a plan of action for day-to-day hospitalization, outpatient consultations and medical treatment
- Proactively assists in conducting training and quality audit of calls to ensure goals and productivity are met

Quirino Memorial Medical Center, Philippines

October 2011 – June 2012

Roles: Emergency Room Nurse**Responsibilities:**

- Implements TRIAGE in the emergency room to facilitate the flow of patients
- Provide urgent care and works closely with the resident doctor and other departments in managing the health of the patient
- Initiate detailed data collection from the patient, including medical history and taking of vital signs
- Responsible for administering medications and treatment as advised by the medical doctor
- Educates patients about management of their illness

SM Mart Inc., Philippines

March 2010 – October 2011

Roles: Company Nurse**Responsibilities:**

- Maintains operation of the branch clinic in assessing and analyzing symptoms and concerns of employees in terms of their well-being
- Ensures that safety is a priority for the employees and retail shoppers within the premises
- Works proactively with the company doctor on referrals and assessments that need further examination
- Provide first aid treatments and medications to employees, assisting injured staff and facilitating hospital visits when necessary.
- Maintain comprehensive employee medical records and ensure submission of "fit to work" certificates upon return from illness.
- Interpret diagnostic tests and evaluate medical certificates for accuracy and compliance.
- Schedule and assist with annual medical examinations for all employees.
- Manage medical supplies through monthly inventories and conduct health seminars to educate staff on wellness topics.
- First Aid and AED responder.

ADDITIONAL INFORMATION

Visa: Canadian Student Visa and Work Permit

Language: English, Tagalog, Intermediate French