Barbara Quito

Administrative & Operations Professional

Government Administration | Accounting Support | Tourism Project Administration | Digital Solutions Development

Republic of Palau · Email: barbaraquito@gmail.com · Phone: +680 770 3472

PROFESSIONAL PROFILE

Administrative and operations professional with experience in government office support, customer service, and business operations. Work at Angaur State Government covers office coordination, visitor payments and invoicing, transaction records in Google Sheets, transportation and visitor coordination, agricultural product distribution, and tourism project documentation. Customer service on the Citibank US account at Concentrix from 2019 to 2023, with further experience in customer relationship management, logistics support, and administrative and quality control support. Currently developing practical digital tools for payroll, timesheets, and administrative recordkeeping.

EXPERIENCE

Angaur State Government, Republic of Palau

Administrative Officer / Tourism Project

- Government office administration and coordination.
- Receiving visitor payments, preparing invoices, and recording transactions in Google Sheets.
- Coordinating speedboat transportation and visitor arrangements.
- Coordinating transportation for Angaur State volleyball players.
- Coordinating distribution and sales of agricultural products with retail stores and hotels in Koror.
- Tourism project documentation and administrative support.
- Official errands and bill payments.

Concentrix — Citibank US Account

2019 – 2023

- Customer service and account support for US customers.
- Handling customer inquiries and account-related concerns.
- Customer relationship management and CRM documentation.
- Following established customer service procedures and service processes.
- Professional communication and problem-solving.

Additional experience

Dates and position details available on request

- **Dell** — Customer relationship management.
- **UPS, FedEx, and DHL** — Logistics and customer support.
- **Nishijima Consultancy** — Administrative and quality control support.
- Additional customer service, retail, and business support experience.

SKILLS

Professional experience

Customer service
Customer relationship management
Administrative coordination
Revenue collection and invoice preparation
Financial recordkeeping
Data entry
Business operations support
Report preparation
Logistics and distribution coordination

Working knowledge

Microsoft Word
Microsoft Excel
Microsoft 365
Google Workspace
Google Sheets
Internet research
Digital documentation
Website content preparation

Developing

Payroll and employee management systems
Timesheet and payroll calculators
Digital administrative applications
Basic software development
Digital workflow solutions

PROJECTS

- **Angaur State Government tourism website** — developed the website and prepared its content as part of tourism project work. Not yet published.
- **BAQ Solutions 9.9** — payroll and timesheet system for small businesses: QR card clock-in, automatic timesheets with overtime and late arrivals, payroll and payslips, and employee records. Personal project, with a demo video.

EDUCATION

Rizal Technological College
Computer Secretarial