

ABIGAIL B. ACOB

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PROFESSIONAL SUMMARY

Friendly and organized Administrator and HR Support with a diploma in Office Administration Assistant and experience supporting busy offices, managing schedules, and handling recruitment tasks. Known for staying calm under pressure, communicating clearly, and keeping everything running smoothly behind the scenes. Looking to bring my skills and positive energy to a team that values reliability and a great attitude.

PROFESSIONAL EXPERIENCE

HR Support & Office Administrator, Harris Global Enterprise

Sept 2024 - Present

- Provide day-to-day administrative support to managers, including calendar coordination, document preparation, and data entry.
- Assist with recruitment logistics by posting job ads, scheduling interviews, and maintaining candidate records.
- Serve as a central point of communication between management, staff, and external clients
- Manage office operations, including filing systems, supply inventory, incoming/outgoing mail, and clerical tasks.
- Support onboarding processes by preparing employee files, tracking training completion, and helping new hires integrate smoothly.
- Maintain confidentiality while handling sensitive HR and business documents.
- Foster a welcoming and efficient office environment with excellent customer service and follow-through.

Client Experience & Sales Coordinator, Eyeconcept

May 2024 - Oct 2024

- Delivered personalized eyewear consultations, helping clients find frames suited to their style, prescription, and lifestyle needs.
- Maintained expert knowledge of luxury eyewear brands, lens options, and product features to guide purchasing decisions.
- Managed front desk tasks including client check-ins, appointment scheduling, invoicing, and inventory tracking.
- Supported new hire training and ensured high service standards through product knowledge sharing and team collaboration.

Senior Barista, Starbucks Coffee Company

Dec 2021 - Mar 2024

- Assisted with scheduling, shift coordination, and internal team communications to support daily operations.
- Managed inventory tracking and placed supply orders, maintaining accurate records and ensuring product availability.
- Trained and supervised new staff, creating onboarding materials and ensuring adherence to company standards.
- Handled cash management and daily financial reporting with accuracy and accountability.
- Maintained compliance logs and supported store audit preparation, ensuring adherence to company and safety regulations.

PROFESSIONAL EXPERIENCE

Social Media & Marketing Coordinator, Self-Employed (Remote)

Sept 2021 - Jan 2024

- Created and managed branded content on TikTok, Pinterest, Facebook and Instagram.
- Designed websites and sales funnels using platforms like Clickfunnels and Wix.
- Built affiliate marketing systems and managed email communications with clients.
- Created digital invoices, handled basic customer support, and used Canva for content design.
- Developed a strong understanding of digital trends, marketing strategies, and online client engagement.

Lead Trainer, A&W Restaurant

Aug 2020 - Oct 2021

- Led the onboarding and training of new team members, delivering clear guidance and support to ensure effective performance across multiple operational roles.
- Supported inventory management processes, including tracking stock levels, performing regular audits, and maintaining accurate records to enhance operational efficiency and reduce waste.
- Handled customer inquiries and resolved complaints with professionalism and tact, contributing to improved guest satisfaction and fostering brand loyalty.

EDUCATION

Diploma in Office Administrative Assistant

May 2024 - May 2025

Confederation College (Remote)

- Gained practical skills in office procedures, records management, business communication, Microsoft Office (Word, Excel, Outlook, PowerPoint), and QuickBooks through hands-on remote coursework.
- Recognized as Student of the Month twice for academic excellence, professionalism, and strong work ethic; proficient in Microsoft software, QuickBooks, and typing at 50 WPM.

Diploma in Personal Support Worker

Feb 2021 - May 2022

CDI College

- Completed 300 hours of hands-on practicum at Villa Forum Long-Term Care, assisting residents with daily living activities and supporting their physical and emotional well-being.
- Gained in-depth knowledge of patient care, mobility assistance, infection control, and communication skills in a long-term care setting.

ADDITIONAL INFORMATION

- **Technical Skills:** Office Admin & Filing, Scheduling & Emails, Recruitment & Interview Support, Microsoft Office & Google Workspace, Customer Service & Data Entry
- **Languages:** English, Tagalog and basic French
- **Certifications/License:** Smart Serve Certified, Digital Marketing, First Aid & CPR (Level C), WSIB/WHMIS, NACC Certified, Valid Ontario G-Class Drivers License
- **Awards/Activities:** Honour Roll student for four consecutive years in high school, 'Partner of the Week' at Starbucks for outstanding performance and teamwork
- **Location:** Open to relocation, hybrid, and remote work options