

Fatima Lorraine Ibarreta

Executive Virtual Assistant | Administrative & Operations Specialist | Digital & Website Support

Kuwait — Available for Remote Work Worldwide
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PROFESSIONAL SUMMARY

Administrative and operations professional with over 12 years of hands-on experience across hospitality operations, front office management, accounting support, customer service, and reporting. Skilled at keeping the day-to-day running — organizing records, coordinating between teams, preparing reports, and solving operational problems. Now bringing that foundation into the remote space, combining reliable executive assistance with modern digital tools — including thoughtful, human-reviewed use of AI — to help businesses stay organized, productive, and efficient.

CORE STRENGTHS

- Administrative & Executive Support:** Calendar and email management, scheduling, documentation, coordination, day-to-day assistance
- Operations & Reporting:** Process organization, record management, report preparation, accurate documentation
- Data & Productivity:** Excel, Google Sheets, data entry, reporting, Google Apps Script
- Digital & Website Support:** WordPress, Shopify, WooCommerce, content updates, forms, website administration
- Customer & Client Service:** Professional communication, coordination, dependable follow-up
- Responsible AI Use:** Applying AI thoughtfully, with human review, to draft, organize, and speed up repetitive tasks

PROFESSIONAL EXPERIENCE

Administrative & Website Support — Haraka Center for Movement Arts Jan 2023 – Present
Part-time (Jan 2023 – Jan 2026) · Full-time (Feb 2026 – Present)

- Managed daily administrative operations and maintained accurate records.
- Prepared reports and kept business documentation organized and up to date.
- Coordinated with clients, suppliers, and internal teams.
- Supported website and digital platform updates, including content and forms.
- Improved processes and resolved operational issues as they arose.

Front Office Manager cum Reservation Supervisor — Bravo Royal Hotel Suites Jul 2014 – Jan 2026

- Managed daily administrative and front office operations.
- Prepared reports and maintained accurate reservation and guest records.
- Coordinated with clients, suppliers, and internal teams to ensure smooth service.
- Supported website and digital platform updates where applicable.
- Improved processes and solved operational issues to keep operations running efficiently.

SELECTED PROJECTS

School Management System — Google Apps Script, Google Sheets, Automation

- Designed and developed a school management solution using Google Apps Script, bringing structure and automation to record-keeping and reporting.

Haraka Center Website & Digital Administration — WordPress, Shopify, Forms

- Managed website content, forms, and administrative updates while supporting the organization's digital operations.

Hotel Administrative Application — Visual Basic

- Built a hotel software application as a personal project to solve real-world administrative tasks encountered during hotel operations.

TOOLS & SOFTWARE

Business & Productivity: Microsoft Office, Microsoft Excel, Google Workspace, Google Sheets, Google Apps Script

Website & E-commerce: WordPress, Shopify, WooCommerce, basic HTML/CSS

Design & Content: Canva, Photoshop, Illustrator, Premiere Pro, DaVinci Resolve

AI & Modern Tools: AI writing & drafting, AI research support, prompt writing, responsible AI use

Business Support: QuickBooks, Alshamel, accounting support, data entry, reporting, document management

EDUCATION

Bachelor of Science in Commerce, Major in Banking & Finance 2013
University of Saint Anthony, Philippines

Certificate in Computer Secretarial (2-Year Course) 2010
University of Saint Anthony, Philippines

CERTIFICATIONS

SMART Android Mobile Apps Development for Beginners Sep 25, 2024
Introduction to Bookkeeping Oct 10, 2025