



Mildred S. Cruz

Operations & Automations Lead

Financial Discipline | Process Excellence | AI Automation

CONTACT

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EDUCATION

Master in Business Administration

Baliuag University
2008

BS Accountancy

Philippine School of
Business Administration
1998

CORE SKILLS

Strategic operations
CEO & stakeholder support
Automation & process design
Dashboards & reporting
Finance & accounting
Internal audit & compliance
Cost optimization
Project management

TECHNICAL SKILLS

Accounting & bookkeeping
AI tools
Web & graphic design
Social media management
Product research
Copywriting
Supplier sourcing
Transcription

PROFILE

Operations, finance, and compliance leader with 18+ years of experience and a foundation in accountancy. Partners with the CEO at Virtual Teammate to turn complex operations into clear, automated systems. Combines financial discipline, Power BI reporting, and process design to help teams work efficiently and leaders make informed decisions.

PROFESSIONAL EXPERIENCE

Virtual Teammate

Operations & Automations Lead

February 2026 - Present

- Partner with the CEO on data-driven insights, executive dashboards, and oversight across operations, finance, and recruiting.
- Build and manage Power BI models, performance dashboards, and internal systems for recruitment, customer relationships, time tracking, and return-on-investment reporting.
- Design automation frameworks, standardize workflows, and implement operating procedures and quality assurance systems.
- Optimize vendors and technology investments; support new service launches in AI-enabled operations and virtual staffing.

Executive Assistant to the CEO

November 2025 - February 2026

- Managed the CEO's calendar, priorities, and scheduling conflicts; prepared reports and presentation decks.
- Handled sensitive internal and external communications and supported projects aligned with organizational goals.

NMC Green Foods OPC

Remote Consultant

August 2022 - November 2025

- Oversaw business operations, evaluated internal and external affairs, and developed systems and procedures.
- Created marketing materials and reviewed policy implementation to identify operational improvements.

Chalhoub Group | United Arab Emirates

Accountant

April 2009 - April 2016

- Managed daily accounting, general ledger, monthly reporting, reconciliations, and year-end audit support.
- Oversaw invoicing, collections, and supplier payments; supported budgeting, forecasting, analysis, and cost control.

TOOLS

Microsoft Office • Excel
Google Workspace
Power BI • Power Query
SAP • Oracle
QuickBooks Online
HubSpot • Helium 10
Notion • Trello
Canva • AI tools

TRAINING & CERTIFICATES

LinkedIn Growth Mastery
Canva Essentials
AI Agents Accelerator
Power Query Course
Career Boost with Power BI and AI
Data Analysis Using Power BI
Generative AI Mastermind
REVA Apprenticeship - Surge
Graphic Design In-Depth Course
Content Marketing Strategies in Social Media
Real Estate VA In-Depth Course
Career Boost with Power BI
Entrepreneur Masterclass
Transcription Jobs
Real Estate MLS Tasks
Social Media Content Marketing
E-Commerce Bookkeeping
Team and Project Management
Email Marketing Basics
SMM vs Facebook Ads Marketing
Intro to Digital Marketing
Effective FB Ads Marketing
SEO Basics Introduction to REVA
The Complete Shopify Dropshipping Course
Freedom Ticket - Helium 10
Project Management
Mastering QuickBooks Online
ASVA Masterclass
Excel Course
Career Service - Professional
Career Service - Sub-professional

PROFESSIONAL EXPERIENCE / CONTINUED

Al Habtoor Engineering | United Arab Emirates

Assistant Accountant

July 2008 - January 2009

- Maintained site financial records and monitored project completion for head-office reporting.
- Reconciled site billing, project ledgers, and asset registers; validated project cost reports and variances.
- Prepared material requisition and inter-site transfer summaries to support inventory tracking.

Pascual Laboratories Inc. | Philippines

Internal Audit Supervisor

November 2007 - July 2008

- Prepared audit schedules, programs, staffing plans, and reporting requirements aligned with the annual audit plan.
- Reviewed working papers and finalized reports for Management and the Audit Committee.
- Researched audit practices and supervised staff, including annual performance reviews.

AMA Computer University | Philippines

Internal Audit Supervisor

February 2004 - October 2007

- Led audit planning, scheduling, and assignments to deliver approved audit plans on time.
- Reviewed working papers and reports for submission to the Internal Audit Head; updated audit program guides.
- Evaluated staff performance and assessed staffing needs to maintain audit team capacity.

UCPB General Insurance Company | Philippines

Internal Audit Assistant

September 1998 - May 2003

- Supported internal audits and prepared audit schedules and working papers.
- Summarized findings, supported audit reporting, and tracked the resolution and closure of findings.

OTHER EXPERIENCE

INFOCOM Communications Network | Philippines

Telecommunicator

August 1997 - January 1998

- Provided administrative and customer service support, resolving inquiries and complaints.

United Coconut Planters Bank | Philippines

General Bank Teller

October 1996 - July 1997

- Processed bank transactions and bill payments; balanced ATM and over-the-counter activities.