MARIA SANTIAGO

Aldie, VA 20105 | (571) 733-0894 | majomartineza@gmail.com |
linkedin.com/in/maria-jose-santiago-408051274

PROFESSIONAL SUMMARY

Administrative business partner with experience anticipating the needs of executives and teams and resolving operational issues before they arise. Skilled in calendar management, travel and expense coordination, and event and office logistics within a secure, fast-paced government-contractor environment. Background spans HR, finance, and franchise operations consulting, bringing strong business judgment and cross-functional communication to a wide range of stakeholders. Self-directed learner who proactively explores emerging tools and technologies to drive efficiency and stay ahead of industry innovation. Bilingual (English/Spanish) and proficient across Google Workspace and Microsoft Office platforms.

CORE SKILLS

- **Executive & Administrative Support:** Calendar management, meeting & agenda preparation, multiline phone systems, appointment scheduling, confidential information handling
- **Travel & Expense:** Business travel arrangements, expense reports, expense management, timekeeping documentation
- **Operations & Events:** Event planning & on-site coordination, office supply & vendor management, office moves, workplace/facilities coordination
- **Technical Tools:** Google Workspace (Docs, Sheets, Slides, Calendar), Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams, Forms, Planner, Automate), SharePoint, Power Apps, Deltek Costpoint, Adobe Creative Suite (Photoshop, Premiere Pro, Acrobat, etc.), Zoom, DocuSign, Calendly, Claude, Google Flow, Google Vids
- **Communication & Relationship Management:** Stakeholder relationship building, cross-functional communication, employee relations, bilingual (Spanish)

PROFESSIONAL EXPERIENCE

Receptionist / Administrative Assistant | HII Mission Technologies Division — Fairfax, VA
Dec 2025–Present

- Serve as primary point of contact for employees, visitors, and external stakeholders in a secure government-contractor environment, managing multi-line phones and coordinating visitor access per facility security protocols.
- Provide administrative support to program leadership, including calendar management, meeting coordination, and preparation of reports, correspondence, and presentations in Microsoft Office.
- Coordinate conference room scheduling, virtual meetings, and internal communications; maintain organized electronic and physical filing systems per company retention and compliance policies.
- Support new-hire onboarding logistics, process travel arrangements and expense reports, and assist with timekeeping documentation, utilizing Deltek Costpoint.

- Currently expanding Costpoint proficiency to include purchasing requisitions, broadening cross-functional support capabilities.
- Order and track office supplies while coordinating with approved vendors; handle sensitive and confidential information with discretion.
- Designed and deployed a dedicated SharePoint site to centralize access to essential resources, tools, and documentation for all employees.
- Built an interactive Power App facility map and collaborated with AI-assisted tools (Claude) to establish an internal resource library, improving information access and workflow efficiency across facilities and for teams including Growth, Proposal, and Graphic Design.
- Partnering directly with the growth department to support and execute additional cross-functional projects aimed at streamlining and improving operational tasks.
- Explored AI video generation platforms (Google Flow, Google Vids) alongside Adobe Creative Suite (Photoshop, Premiere Pro) to support video production for upcoming proposal submissions.

Office Manager / Executive Assistant | Cardinal Bakery Inc. — Sterling, VA *Sep 2022–Dec 2025*

- Directed daily office operations, supporting production, distribution, and maintenance managers to ensure seamless business functions; oversaw office logistics, supply management, and company events with an eye toward cost control.
- Designed and rolled out an employee onboarding program that strengthened new-hire engagement and retention; led workplace investigations, developed HR policies, and advised leadership on employee relations and compliance.
- Automated invoicing and reporting processes to improve accuracy and turnaround time; implemented new collaboration tools to support team productivity.
- Partnered with the CEO and CFO on financial reporting, marketing strategy, and vendor negotiations; strengthened customer service delivery by aligning sales and operations.

Business Consultant | OhCal Foods (SUBWAY® Franchisee Group) — McLean, VA *May 2018–Sep 2022*

- Managed 50+ franchise locations, ensuring compliance with brand and operational standards, and delivered strategic guidance on financial planning and sales strategy to support stronger unit-level profitability.
- Trained and coached new franchisees on HR, operations, and customer engagement; guided owners on store development, vendor negotiations, and staffing strategy.
- Conducted market analysis and developed action plans to identify revenue growth opportunities; collaborated with corporate HQ on promotions, product rollouts, and compliance programs.
- Awarded Business Consultant of the Year (2021) for exceeding sales and support goals across the Mid-Atlantic region.

Agent/Customer Service / Administrative Assistant | Allstate Insurance — Manassas, VA *Aug 2016–May 2018*

- Advised clients on insurance and financial planning needs, consistently meeting sales targets, while streamlining claims processing and renewals to improve retention.
- Managed confidential client records in compliance with regulations and provided executive administrative support with scheduling, correspondence, and management reporting.

General Manager | James Hoban's Irish Restaurant & Bar — Washington, DC *Feb 2013–Mar 2016*

- Managed daily operations for a 20+ person team, ensuring compliance and financial oversight, and strengthened profitability through cost controls, vendor negotiations, and marketing campaigns.

Additional Hospitality Management Experience:

- **Floor Supervisor / Manager**, Levantes Restaurant, Washington, DC — Jan 2012–Jan 2013
- **Concierge Manager**, Mie N Yu Restaurant, Washington, DC — Jul 2011–Oct 2012
- **Assistant Manager**, Alero Restaurant, Washington, DC — Feb 2008–May 2011
- **Secretary**, Douglas and Associates Inc., Washington, DC — 2007–2008
- **Legal Secretary**, Itaipu Binacional, Asunción, Paraguay — 2005–2007

EDUCATION

- **Bachelor of Business Administration** | Western Governors University — In Progress (Started Aug 2024)
- **General Studies (Fine Art & Science)** | Montgomery College, Takoma Park, MD — 2014–2017

CERTIFICATIONS & AWARDS

- Administrative Skills Track Completion | Skillsoft (April 2026)
- Certified Notary Public | CPR Certified | Property & Casualty Insurance License (2017–2018)
- Business Consultant of the Year, OhCal Mid-Atlantic & Subway HQ (2021)
- Restaurant Industry: TIPS Certified | Food Handler Certification | Safe Serve Certification

LANGUAGES

- **English:** Fluent
- **Spanish:** Fluent
- **Portuguese:** Beginner