MARICAR ARCE

Monrovia, CA | 626-205-5848 | maricarq.arce@gmail.com | linkedin.com/in/maricar-arce

PROFESSIONAL SUMMARY

Executive support, operations, and project coordination professional with experience partnering with senior leaders at Kaiser Permanente and IBM, including four executives in Regional Service Line and Access, the Chief Legal Officer and five executive senior counsels in Regional Legal, and global leaders who reported directly to the CEO. Skilled in complex calendar management, executive communications, stakeholder alignment, cross-functional project coordination, and process improvement. Brings advanced Microsoft Excel skills and experience developing global reports and data analytics to inform business decisions. Known for discretion, sound judgment, and reliable follow-through; pursuing a Graduate Certificate in Project Management at Harvard Extension School.

CORE COMPETENCIES

Executive Support | Complex Calendar Management | Executive Communications | Stakeholder Alignment and Buy-In | Project Coordination | Applied Data Analysis | Advanced Excel | Reporting and Performance Metrics | Presentations and Decision Support | Process Improvement | Requirements Gathering | Risk and Issue Escalation | Meeting Facilitation | Travel and Expense Coordination | Vendor Coordination | Confidential Information | Policy and Compliance Adherence | Healthcare Operations

PROFESSIONAL EXPERIENCE

KAISER PERMANENTE | Regional Service Line and Access

Administrative Specialist III | Nov 2025 – Present

- Provide executive-level support to four executives in Regional Service Line and Access, managing complex calendars, travel, scheduling priorities, and confidential communications.
- Coordinate cross-functional initiatives, leadership meetings, off-site events, and training programs, ensuring the right executive, physician, and multidisciplinary stakeholders are represented and aligned.
- Prepare presentations, reports, agendas, and meeting materials that synthesize information and support leadership communication and decision-making.
- Serve as a liaison among executive leadership, physician executives, and internal stakeholders; facilitate meetings and communicate progress across teams.
- Monitor action items, project timelines, deliverables, and stakeholder follow-up; identify and escalate issues and risks to keep initiatives on track.
- Assess current workflows and develop standardized processes and documentation that improve consistency and efficiency across department operations.
- Ensure work activities follow KP and departmental policies and procedures while managing sensitive information and competing deadlines with discretion.

KAISER PERMANENTE | Regional Legal

Administrative Coordinator III | Jun 2021 – Nov 2025

- Supported the Chief Legal Officer and five executive senior counsels with calendars, correspondence, travel, expense reports, invoice processing, reports, and document preparation.
- Coordinated communications and work among executive legal leadership, outside counsel, internal legal and regulatory teams, HR, and licensing boards.
- Maintained confidential department files, intake logs, and tracking records for licensing board requests and subpoenas to ensure accuracy and timely completion.
- Reviewed, processed, and documented records requests and subpoenas; gathered requirements and obtained responsive materials from management and HR.
- Scheduled and coordinated licensing board interviews and depositions, managing logistics, timelines, and stakeholder communications.

- Compiled legal and policy questions for senior management review and responded to inquiries in accordance with department policies and procedures.
- Designed workflows that improved department processes and supported special projects for legal leadership and attorneys.

IBM | Global Learning & Knowledge

Knowledge Management Specialist | Feb 2014 – Oct 2018

- Supported global leaders who reported directly to the CEO through knowledge-management initiatives, stakeholder communications, and access to organizational information.
- Developed global reports and data analytics that provided leadership with insights to support business decisions.
- Gathered and documented insights from project managers and other professionals to capture best practices and support organizational knowledge sharing.
- Developed and maintained a digital knowledge base of corporate policies, procedures, and best practices.
- Organized knowledge-sharing events, facilitated meetings, and trained employees on knowledge management systems to support adoption of new tools and processes.
- Responded to partner information requests, provided status updates, and audited stored information for accuracy and data quality.
- Categorized content and identified opportunities to improve access to organizational resources.

EDUCATION

Graduate Certificate in Project Management, In Progress | Harvard Extension School, Harvard University

ABA-Approved Paralegal Certificate | University of California, Irvine, Division of Continuing Education

Bachelor of Science in Nursing | Manila Tytana Colleges, Philippines

TECHNICAL SKILLS

Advanced Microsoft Excel (formulas, pivot tables, VLOOKUP, macros, data analysis and reporting) | PowerPoint, Word, Outlook, Teams, SharePoint | Adobe Acrobat/PDF