

Janine Ivy Pontecilla

Instructor II

Dedicated professional with valuable experience in working as a teaching assistant. Adept in working collaboratively and effectively with colleagues in a team environment to ensure the highest quality of instruction for students.



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📍 Ormoc City, Philippines

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EDUCATION

MSc in Soil Science Visayas State University

10/2020 - Present

Baybay City, Leyte

BS in Agriculture Visayas State University

06/2015 - 06/2019

Baybay City, Leyte

WORK EXPERIENCE

Graduate Teaching Assistant Department of Soil Science

10/2020 - 03/2021

Visca, Baybay City, Leyte

Achievements/Tasks

- Assisted the professor in preparing the class and served as a liaison between students and the professor.
- Responsible for developing, and grading, writing assignments, term papers, quizzes, and exams.
- Assisted students with online learning using tools including Zoom, Google Meet, and Google Classrooms.
- Independently handled laboratory classes with 10-20 students.

Job Order City Fisheries Management and Licensing Unit

01/2020 - 05/2020

Alegria, Ormoc City, Leyte

Achievements/Tasks

- Manage boat registration and fishermen registration
- Assist licensing, encoding of permits to operate
- Price monitoring of fish and other aquatic species

Customer Service Representative I Concentrix (TGU)

07/2019 - 10/2019

TGU Tower Jose Maria del Mar Street,
I.T. Park, Cebu City, Philippines

Achievements/Tasks

- Maintained customer happiness with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Evaluated account histories and service backgrounds to spot trends and identify issues in need of attention.
- Provided support on customer's technical issues.
- Delivered exceptional customer service through acknowledgment, communication and commitment to quality.

SKILLS

English Reading and Writing Proficiency

Microsoft Office

Organized and efficient

Can work independently and/or part of a team

Customer Service

Teaching

Research

Attention to details

QGIS

ORGANIZATIONS

DOST Scholar's Society of VSU (2017-2018)

- Auditor

CERTIFICATES

Certificate of Completion (06/2018 - 07/2018)

Completed 312 hours of 240 hours of SPTP in the Department of Soil Science, VSU

Certificate of Completion (04/2016 - 05/2016)

BSA Summer Practicum

Accounting: Principles of Financial Accounting
(12/2020)

verify at coursera.org/verify/KLKQQW55VWY9

Certificate of Participation (12/2022)

2022 GIS Month Webinar Series: "Vanguard: GIS at the Forefront of Development and Innovation"

ACHIEVEMENTS

RA 1080 (Licensure Examination for Agriculture)

Civil Service Professional Examination

INTERESTS

Cooking

Reading

Animals

History

Geology

Teaching

GIS