

Resume of

Anna Liza Campo Quijano

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PROFESSIONAL SUMMARY

Highly efficient and diligent Budget, HR & Administrative office professional with more than seven years of experience in management. Capable leader with excellent skills in delegating responsibilities to others and supervising and evaluating for effective task completion. Enthusiast in delivering administrative needs of the different units. Committed in upholding company policies and procedures when working with staff members and motivating team. Strong organizational skills and excellent attention to detail when dealing with paperwork. Seeking a role of increased responsibility and authority.

SKILLS

- Strong skills in operating computer software required for business applications, such as MS Office Suite
- Constantly practice completed staff work
- Boost Innovation in Research, Policies, and Procedures
- Establish evidence- based/data-driven reports in decision making
- Proven record of results when working as a supervisor for a team of staff members, resulting in better productivity and improved morale.
- Talented in dealing with multiple assignments at once and an ability to meet deadlines and complete accurate work at all times.
- Skilled negotiator
- Self-directed, Creative Problem Solver
- Exceptional ability to deliver outstanding customer service and diffuse customer complaints or problems.
- Highly capable oral and written communicator when discussing issues with staff members or delivering correspondence to individuals in writing.
- Committed in adhering programs in Gender and Development
- **NC III Bookkeeping TESDA passer with 97% GPA**
- **Part-Time Financial Wealth Planner (Licensed Insurance Agent)**

KEY ACCOMPLISHMENTS

CAREER ACCOMPLISHMENTS

- Currently the HR Manager of Globalport Tacloban Terminal, Inc
- Currently the General Manager of Café Ana, Airport Road, San Jose Tacloban City
- Spearheading the ISO 9001 Accreditation of Globalport Tacloban Terminal, Inc
- HR & Administrative Officer Designate cum Executive Assistant to the LHIO Head of Tacloban Local Health Insurance (LHIO) covering HR , Budget & Administrative functions (Jan 2016-Nov 30, 2021)
- Successfully passed ISO Certification (9001:2008, 9001:2015) - the first and only ISO certified LHIO in the region
- Bagged the DOH RED Orchid Award for two consecutive years (2016-2017) - the first and only RED ORCHID awarded LHIO in the region
- Garnered an Excellent rating in CSC Anti Red-Red Tape Act (ARTA) Report Survey 2017 & 2018
- Innovated Tacloban LHIO Electronic Filing System CY 2019 (prototype stage)
- Innovated and collaborated with ITMU the Electronic PhilHealth Regional Office 8 Leave Administration System - CY 2015 the first PRO to create such system

- 1 day TAT on processing of Employees Welfare Benefits such as Insurance Claims (CY 2008-2015)
- Surpassed deadlines of validating 500 membership forms in a day with under staff complement
- First Market Specialist to obtain 100% membership enrollment of barangays

ACADEMIC ACCOMPLISHMENT

Co-authored on the **Budget Estimation Model for Top Medical Condition in Leyte " 2nd Place Oral Presentation 2019 University of the Philippines Visayas Graduate Research Conference: Cultivating a Graduate Research Culture for Knowledge and Technology Creation"**. November 23, 2019 Grand Xing Imperial Hotel, Iloilo City, Philippines.

Certificate of Copyright Registration and Deposit NO cO2020-40 **"Health Financing in the Philippines:An Estimation Model for Public Health BUDgeting"** July 17, 2020

EMPLOYMENT HISTORY

HR Manager

November 1, 2021, to present

Globalport Tacloban Terminal, Inc

Duties and Responsibilities

1. Collaborates with senior leadership to understand the organizations goals and strategy related to recruitment, organizational development and employee retention.
2. Provides senior leadership with HR – related and data – driven reports with recommendations and course of actions.
3. Oversees and manages the administration of all day-to-day human resource processes.
4. Sets up the HR Team by defining the core responsibilities of each team member and assigning Key Results Area and Key Performance Indicators for each role.
5. Organizes the manpower resources of the assigned terminal by establishing a lean but functional organizational structure aligned with the overall business objectives.
6. Builds and develops the capacity of the organization through the establishment of clearly- defined roles and duties of each role.
7. Identifies staffing and recruiting needs based on the requirement of the organization and thereafter develops and executes recruitment acceleration plans and strategies to address the same.
8. Monitors and ensures compliance with national and local employment laws and regulations and observes recommended best practices in the field of HR.
9. Prepares, implements and monitors Manpower Budget and other HR related expenses.
10. Leads any administrative proceeding or grievance procedure.
11. Coaches and mentors HR team members with respect to the team's goals and targets.
12. Spearhead the ISO Accreditation and collaborates with other division in establishing the Globalport Vision, Mission, Core Values, and Strategy Map.
13. Co – spearheads and rolls out other HR initiatives and programs coming from the Corporate HR Division.

General Manager

March 1, 2021 to present

Café Ana, Airport Road San Jose Tacloban City

Main Duties:

1. Manage day-to-day operations of the café
2. Train employees on customer service and proper equipment use
3. Maintain daily records of revenues and expenses
4. Ensure the cleanliness and tidiness of the care areas

HR & Administrative Officer/Executive Assistant Designate/Budget Officer
January 1, 2016 – November 30, 2021
PhilHealth Regional Office 8 to PhilHealth Tacloban Local health Insurance Office
Tacloban City, Leyte Philippines

MAIN DUTIES

Office and team support

1. Act as first point of contact for the service, including administrative inquiries which maybe emotive, distressing and complex in nature; assessing the nature and urgency of the call and responding and referring to Tacloban LHIO Chief as appropriate.
2. Process and respond promptly to incoming communications (telephone, email, face to face), accurate message taking, copying and distributing information as per instruction of Chief of Tacloban LHIO and as necessary.
3. Produce a range of documents including letters/emails and presentations to a good standard by the required deadline.
4. Use electronic (excel file matrix of documents received) and manual filing systems with due regard to security and confidentiality
5. Organize meetings with the Operations Team and statutory events (e.g. Conduct ALAGA KA Activities), ensuring that appointments are realistically planned with regard to timing and venue; venue, catering and resources are booked appropriately; and preparing materials to support the event
6. Maintain record-keeping systems that are in accordance with ISO and QMS for recording and monitoring service processes and provide regular summary reports to Operational Unit and **Frontline**/Backroom Unit and its Supervisors to ensure that relevant updates and reviews take place in a timely fashion
7. Undertake general clerical and administrative tasks to support the service as required (e.g, post processes, photocopying, scanning)
8. Process, Facilitate and Update Inventory of Regular Office & IT Supplies, Vehicle & Janitorial Maintenance, Inventory & Maintenance of Furniture & Fixtures, Office Equipment & Administrative matters of Tacloban LHIO

Financial support

9. Process financial tasks of Tacloban LHIO including, planning and budgeting, budget utilization, facilitating request for quotation, preparation of Purchase Requests, Abstract of Canvass, and follow ups status at Regional Office.
10. Administer administrative needs of Ease of Doing Business Collaterals
11. Facilitate receipt of payment transactions of winning bidders
12. Prepares work and financial plan, budget process, and monitoring of budget utilization. Ensuring that all activities are in line with the strategic objective and thrusts set by the Corporation

Leadership and Teamwork: be an effective team member by:

13. Provide cover for colleagues during periods of annual leave and absence from the office as needed
14. Applying knowledge and feedback from others to contribute to service improvement based on the online AKAPP survey results or any other official survey
15. Attending and participating in meetings as required to support the needs of the service including taking a lead role as "champion" for a service process, system or development area that are in line with the Corporate thrusts

General Accountabilities

16. Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a health and safe working environment
17. Assist the Frontline Supervisor in ensuring the health, safety and welfare of staff and visitors
18. Ensure that all duties and services are provided in accordance with PhilHealth's standards, policies and procedures

Role Specific

19. Understand the core business processes of the office/directorate and contribute to its development
20. Develop the necessary skills and knowledge to be flexible in support of the development of Tacloban LHIO and PhilHealth Regional Office as a whole.
21. As appropriate:
 - a. Use specialist knowledge including knowledge of external agencies and partners to respond to client and colleague inquiries and request for information using specialist knowledge of your area service.
 - b. Make written records of emotive and complex meeting ensuring key points are accurately minuted to the standards of accuracy and presentation and approved papers are distributed to designated deadlines.

Human Resource Management Assistant (Regular Position)

April 21, 2008 to December 31, 2015

Philippine Health Insurance Corporation

Management Services Division

Regional Office 8, Tacloban City

1. Developed leave administration system resulting into 5 days turn-around time in computing leave credits from 15 days TAT
2. Facilitated the core HR processes such as recruitment, strategic performance management, and payment of benefits
3. Maintained accurate filing of employees Statement of Assets, Liabilities and Networth (SALN) as mandated by law.
4. Assisted employees' performance evaluation needs
5. Maintained good relationships in networking with partner agencies
6. Conducted and assessed Gender and Development Programs and Issues in the office
7. Analyzed and proposed Employees' Wellness Program through the results Annual Physical Exam
8. Proposed effective and efficient training skills in HRU Training team

Market Specialist II/Database In-charge (PhilHealth Re-engineered Membership Information System) under employed sector

March 2002-April 2008

Philippine Health Insurance Corporation

Management Services Division

Regional Office 8, Tacloban City

1. Ensured all membership applications received are encoded, validated, and generated cards.
2. Conducted Information, Education, Campaign to private and government agencies with regard to the health insurance benefits, coverage, and contributions.

3. Processed accurate and on time enumeration payroll of the indigency program of different municipalities

Accounts Examiner II

September 3, 2001 – December 2002

Collection Department

Philippine Health Insurance Corporation

1. Successfully encoded remittance report of private sector
2. Monitored remittances of private sector
3. Prepared monthly collection report as basis in the Unit's decision making
4. Systematized filing of remittance report

ACCOUNTING ASSISTANT

May 24 – August 20, 2000

WOMEN'S HEALTH & SAFE MOTHERHOOD PROJECT

(DOH-EUROPEAN UNION PROJECT)

1. Assisted the Accountant in processing DV, Liquidation reports, and other accounting related works
2. Assisted in the preparation of financial statements
3. Prepared monthly inventory of office supplies

ACCOUNTING ASSISTANT/ENCODER

AJINOMOTO PHILS CORPORATION

Jan. – May 23, 2000

1. Encoded sales invoice
2. Inventory of stocks
3. Cash counts of the remittances
4. Assisted in processing of petty cash vouchers

EDUCATIONAL BACKGROUND**Master's Degree**

Field of Study	:	Management
Major	:	Master in Public Management
University	:	University of Philippines
Units Earned/		
Status	:	36 units earned

TESDA National Certification

Certification Level	:	NC III Bookkeeping
		97% GWA
		August 10, 2019

Bachelor's Degree

Field of Study	:	Finance/Accountancy/banking
Major	:	BS Accountancy
University	:	Saint Paul School of Professional Studies

CGPA : 85/100
Graduation Date : March 2000

ADDITIONAL INFORMATION

CAREER OBJECTIVE:

Management Position in any field with special preference in HR & Administrative Functions, Health Care Financing, and Executive Negotiations

SUMMARY OF PROFILE

- 4 year experience in Managerial/Supervisory position;
- 4 year experience in LHIO operations;
- 4 year experience in HR & Admin/Executive Assistant functions;
- 11 year experience in Human Resource Management and Development;
- 6 years experience in Membership & Collection, and availment monitoring;
- Goal-oriented individual with excellent leadership abilities;
- Proven ability to work with staff at all levels;
- Competent and can work with minimal supervisions
- Good interpersonal skills;
- Proactive, Creative and Works with initiative;
- **Simply AWESOME**

ADDITIONAL QUALIFICATIONS

In addition to a Bachelors Degree in Accountancy:

- Obtained Flat 1 Grade in Management Information Subject in UPVTC Master in Public Management

MISCELLANEOUS

Expected Monthly Salary :
Willing to Travel : Moderate (75-100%)
Willing to Relocate : Will Consider

ELIGIBILITY

Civil Service Career Professional Exam - CAT

Rating : 82%

Civil Service Career Sub- Professional Exam - Written Exam

Rating : 81.19%

REFERENCES

RIC WESLEY A. CARRILLO

Manager, Corporate Affairs Office
Banko Sentral ng Pilipinas
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craw_08@yahoo.com
09173270093

ATTY. JANICE G. GABRITO

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