

OBJECTIVE

To enhance my professional skills, capabilities and knowledge in an organization which recognizes the value of hard work and trusts me with responsibilities and challenges.

EDUCATION

Palompon Institute of Technology

June 2011-March 2015

Bachelor of Secondary Education Major in Filipino

WORK EXPERIENCE

Colegio De San Francisco Javier Inc.

June 2017 - March 2019

Teacher

- Teaching students based on curriculum guidelines within my specialist subject area.
- Planning, preparing and delivering lessons to my students.
- Encouraging students participates in lesson and other school related activities.
- Manage one of the organizations in school.
- Support the leadership team to implement the school's development plan.
- Evaluate and report the behavior of students.
- Make the grades of students.
- Ensured the highest standards teaching and applied the up to date teaching methods.
- Attend seminars to improve my teaching skills.
- Taking part in opportunities to boost my own learning and continuous professional development (CPD).
- Attend staff meeting to improve schools and student's performance.
- Conduct meetings with the parents and guardians of my students to discuss the different achievements and behavior of their child.
- Create lesson plan and curriculum guide for my students.
- Create PowerPoint presentation as my preparation for my lesson.



MICHELLE PESANDO

@ eulogiomich24@gmail.com

📞 09363966645

📍 District 11 Ormoc, City

SKILLS

Skilled in Research

Creativity Skills

Customer Service

Time Management

Critical Thinking

Handling Pressure

Strong Work Ethic

LANGUAGE

English Tagalog Waray Cebuano

CHARACTER REFERENCE

Jenevie Remonte - "PH GLOBAL JET EXPRESS INC."

Branch Admin
09978725288

Joan Lucanas - "PH GLOBAL JET EXPRESS INC."

Branch Admin
09383290880

Elvie Carlobos - "Colegio de San Francisco Javier Inc."

Director's Secretary & Librarian
09317286733

PH Global Jet Express Inc.

March 2020 - May 2021

Supervisor

- Assists customers complains such as wrong item or damaged item and communicate to Quality Control department to find solutions and to inform also the sender.
- Recommend potential VIP customers to Regional Key Account Manager for contract signing.
- Communicate to receiver and sender of all delayed parcels especially if the weather is not good.
- Create EOD report as accomplishments.
- Make sure that the branch is always clean.
- Create inventory report of all supplies received.
- Monitor all backlogs and solve it as soon as possible to avoid penalty.
- Communicate to Area Manager, Regional Manager, Operations Manager and CEO of all problems encountered in the branch.
- Lead the team members via motivation, delegation, and instruction.
- Interviewing, hiring, and training new team members.
- Promoted to Supervisor after 5 months of being a trainer.
- Process the business permit of branch.
- Received the COD remittance of sprinters
- Manage the whole operation of branch.
- Conduct the hiring process of branch and communicate to HR Personnel for possible candidate in the position.
- Trained the newly hired employee of all operation flow, SOP's and Memo's.
- Conduct refreshment trainings for old employees.
- Creating and managing the schedules of all employees in the designated branch.
- Evaluate the employees under my management.
- Solved issues under my management.
- Make sure that the operations will go smoothly.
- Make sure that my handled branch should be zero penalty and will be in the list of top branches in Eastern Visayas.
- Monitored all parcels.
- If lack of sprinters personally go to the field and do the delivery.
- Communicate to finance department for all money matter especially the expenses and remittance of branch.
- Make the liquidation of all cash advances and submit to finance.
- Respond and solve the social media, damage, and wrong item complaints from Regional Quality Control department.

PERSONAL INFORMATION

Date of Birth : June 10, 1995
Marital Status : Married
Nationality : Filipino
Age : 26 years old

ACHIEVEMENTS & AWARDS

Most Outstanding Employee Award

TRAININGS AND SEMINARS

TRAININGS & SEMINARS

Title: Enhancement of Computer Basic Operations Skills Training

Date: February 1 to 12, 2020

Venue: Northern Leyte College, Palompon Leyte

No. of Hours: 80 Hours

Title: The Importance of Professional Development in Improving Quality Teaching

Date: May 5 to 6, 2018

Venue: Franciscan College of the Immaculate Conception, Baybay City

No. of Days: 2 Days

Title: 2018 School-Based In-Service Training

Date: October 22 to 26, 2018

Venue: Colegio de San Francisco Javier Inc., Palompon Leyte

No. of Days: 5 Days

Title: DepEd-PEAC Summer In-Service Training (INSET)

Date: May 22 to 24, 2017

Venue: Holy Infant College, Tacloban City

No. of Days: 3 Days

Title: Basic Computer Systems

Date: March 10 to April 2, 2016

Venue: Palompon Institute of Technology, Palompon Leyte

No. of Days: 24 Days