



MIKKO ZILLAH D. ROSELLO

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OBJECTIVE

Is to look for a position with competitive and challenging environment where I can serve the organization and establish a career for myself.

SPECIAL QUALIFICATIONS

- Ability to Organize, prioritize, and work under extreme pressure, heavy work load and deadlines.
- Self motivated, initiative, maintains a high level of energy.
- Highly trustworthy, discreet and ethical
- Resourceful in completion of projects, effective and multi-tasking.
- Detail Oriented and efficient.

EXPERIENCE

CVA (DRR) FACILITATOR • TYPHOON HAIYAN RESPONSE-WORLD VISION DEVELOPMENT FOUNDATION INC. • NOVEMBER 2014- JUNE 2015

- Initiate community Organizing.
- Carry out full training with minimal supervision.
- Strategically position views and objectives of the organization at the local level.
- Basic knowledge on DRR, specifically RA 10121
- Able to come up with progress reports on regular basis.
- Transfer knowledge to the community.
- Coordinate with the Local Government Unit

CUSTOMER SERVICE ASSOCIATE • CONVERGYS PHILIPPINES • JUNE 2015 -NOVEMBER2015

- Ensure customer satisfaction and provide professional customer support.
- Keeping records of customer interactions, transactions, comments and complaints.
- Acknowledging and resolving customer complaints and responding promptly to customer inquiries.

ONLINE ESL TUTOR • ACADSOC LTD. • NOVEMEBR 2017-JUNE 2019

- Conducts twenty-five minutes one on one or group class with Chinese students . Students have different age groups and learning capacity.
- Gives twenty-five -minute lesson based o the student's lesson material.
- Provide feedback on student's performance and areas student's needs to improve.

ONLINE ESL TUTOR • LEARN AND TALK. • JULY2019- SEPTEMBER2020

- Conducts thirty minutes one on one or group class with regular Korean students . Students have different age groups and learning capacity.
- Provide feedback on student's performance and areas student's needs to improve after the 20th class.

ONLINE ESL TUTOR • LEARN AND TALK. • JULY2019- SEPTEMBER2020

- Conducts thirty minutes one on one or group class with regular Korean students . Students have different age groups and learning capacity.
- Provide feedback on student's performance and areas student's needs to improve after the 20th class.

DEPARTMENT DEPUTY RECORDS CONTROLLER/ CLERK • DEPT OF HORTICULTURE • JANUARY 2021- PRESENT

- Issuing, maintaining, retrieving and controlling controlled documents.
- Assigning of document numbers and other coding controls for document coordination with the DRC.
- Ensuring the good coordination between myself and other parties concerning documents and records control.

EDUCATION

BACHELOR OF ARTS IN ENGLISH

April 18,2018

Mandaue City College

SECONDARY

2005-2009

New Ormoc City National High School

PRIMARY

2000-2005

Curva Elementary School

CERTIFICATES AND TRAINING

Career Service Professional Eligibility

May 20,2019

Exam Preparation Training

October 10-18,2018

English For Kids Training

January 10-13,2018

Orientation and Skills Development training on DRR thematic Assessment (Background Orientation on RA 10121)

November 14-15,2014

CVA training of Trainings

Orientation and Skills development training on CVA and community organizing)

August 15-18

Training for information and Communication Technology

November 23, 2009- May 28,2010

Recruitment, Selection, and Placement (RSP) Management Systems Refresher Training

September 13, 2021

Orientation and re-cascading of documents and records control procedure manual (pm) and guideline (GL)

September 20, 2021

Re-Orientation of Employees' Duties and Responsibilities and Good
Customer Service
September 23, 2021

Orientation/Re-Orientation of Duties and Responsibilities of dDRCs,
and Cascading of Documents and Records Control Procedure Manuals
and Guidelines
February 10, 2023

Training on Hydroponics
April 26, 2023

Training on Vegetable Grafting
April 26, 2023

Training on Marcotting/Layering
April 26, 2023

Personality Development and Developing Customer Satisfaction
June 13-June 16, 2023