



# NARRA, Brian James A.

Highly motivated and adaptable professional committed to leveraging my strengths and continuously improving by overcoming challenges in the workplace. I am eager to contribute my skills and flexibility to diverse tasks, while actively seeking opportunities to learn and enhance my expertise. My goal is to support organizational success and advance my professional development through dedication, adaptability, and a strong capacity for growth.

## CONTACT

☎ +6390-6646-8205

✉ bjames.narra@gmail.com

📍 J.P. Laurel St. Poblacion Zone 8, Baybay City, Leyte, Philippines

## PERSONAL INFORMATION

Age : 25  
Date of Birth : November 25, 1999  
Gender : Male

## EDUCATION

### BACHELOR OF PUBLIC ADMINISTRATION

Polytechnic University of the Philippines, Sta. Mesa  
Manila  
(GRADUATED: 2025)

### ACCOUNTANCY, AND BUSINESS MANAGEMENT

Baybay City Senior High School, Baybay City, Leyte  
(GRADUATED: 2021)

## SKILLS

Expert in MS OFFICE  
Excellent in Communication  
Excellent in Organizing  
Excellent in Listening  
Adapted of any Changes  
Easy to work with

## EXPERIENCE

### INTERN

(MARCH-MAY 2025)

COMMISSION ON POPULATION AND DEVELOPMENT - NCR (TECHNICAL DEPT.)

- Data Graphics and Graph Analysis
- Taking inbound calls with concerns and questions
- Assist office staff

### INTERN

(JULY-AUGUST 2025)

CITY HALL OF PASIG (REAL PROPERTY TAX DEPT.)

- Generate customers' Tax Assessment
- Answering inbound calls with concerns and questions about Taxes
- Assist department staff

### CUSTOMER CARE ASSOCIATE HEALTHCARE (STRATUS NEURO)

(JAN 2023-FEB 2024)

TECHNICIAN MONITORING (FUSION CX, CEBU CITY)

- Monitoring live patient 24hours in their EEG Test
- Call/Text patients if they are not visible on the cameras
- Received inbound calls from the patients
- Send emails if patients have concerns or complaints about the equipment and test
- Assist with the set-up of the equipment and with the removal after the required test hour
- Use tools such; Outlook, Brightree, Ring Central, Team Monitor, Team Viewer, and Centrum

**HUMAN RESOURCE ASSISTANT (UNDER TRAINING)****(MARCH-SEPT 2022)**

BERNALES MEMORIAL CHAPELS (ORMOC CITY, LEYTE)

- Making/releasing payroll for employees
- Onboard new employees
- Oversee employees' operational and internal behavior
- Craft a memorandum of agreement, incident report, et.al
- Deposit a cheque in Banks

**SK COUNCILOR****(2018- 2023)**

SANGGUNIANG KABATAAN ZONE 8 BAYBAY CITY, LEYTE

- Consult and secure the concurrence of the Katipunan ng Kabataan in the formulation of all its programs, plans, and activities
- Conduct meetings of the Katipunan ng Kabataan
- Promulgate resolutions necessary to carry out the objectives of the youth in the barangay in accordance with the Comprehensive Barangay Youth Development Plan
- Initiate and implement, in coordination with any national government agency and/or any private or nongovernment institution, programs and projects designed to promote the general welfare, development, and empowerment of the youth
- Submit the annual and end-of-term program accomplishments and financial reports to the Sangguniang Barangay and present the same during the Katipunan ng Kabataan assembly, furnished by the Office of the Local Government Operations Officer and Local Youth Development Council (LYDC)

**TRAINING & SEMINAR**

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**BASIC LIFE SUPPORT****(8hrs)**

APRIL 21, 2025

Mandaluyong City Disaster Risk Reduction and Management Department

**CIVIL SERVICE REVIEW COURSE / INTRODUCTION TO LAW PROFESSION****(40hrs)**

JUNE 29, JULY 13, JULY 20 AND AUGUST 10, 2024

PUP Alumni Relations and Career Development Office

**ANNUAL HIPPA & COMPLIANCE TRAINING**

2023

Fusion BPO Service, Inc.

**A DISCUSSION ON THE CONFLICT BETWEEN UKRAINE AND RUSSIA****(8hrs)**

MARCH 11, 2022

College of Political Science and Public Administration and Office of International Affairs

**ECONOMIC AND FINANCIAL LITERACY WEEK (EFLW) 2020 REGIONAL FORUM****(8hrs)**

DECEMBER 3, 2020

National Economic and Development Authority Eastern Visayas Region



# Certificate of Completion (OJT)

Form No. COJ-AD-FM040

Version No. 05

Effectivity Date: October 15, 2024

COC No. NCR-25-07-016

Date: July 11, 2025

Valid Until: July 11, 2026

This is to certify that **BRIAN JAMES NARRA**, a student of Polytechnic University of the Philippines, has successfully rendered and completed his On-the-Job Training at the Technical Section of the Commission on Population and Development NCR for a total of **200 hours** covering the period **March 31 to May 27, 2025**.


This further acknowledges Narra's satisfactory performance of the tasks assigned to him during the duration of his training, thereby contributing significantly to the agency's thrusts and mandates. Appreciation of such services is hereby sincerely expressed.

Given this 11th day of July 2025 in Mandaluyong City.

Attested and Recommended  
for Approval by:

  
**ANDREA BIANCA E. ARPON**  
Administrative Officer V (AO III)

Certified by:

  
**JACKYLIN D. ROBEL**  
Regional Director

**NOTE:** Not Valid without CPD dry seal

Acacia Lane Extension, Welfareville Compound, Barangay Addition Hills,  
Mandaluyong City, Philippines, 1550  
Tel.: (632) 8531-7051 \* (632) 8531-6805 Fax: 8533-5122 Website: cpd.gov.ph  
f @CPDPhils

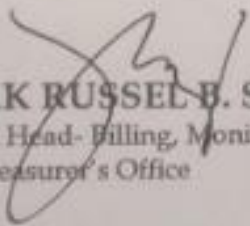




## CERTIFICATE OF COMPLETION

This is to certify that NARRA, BRIAN JAMES A. has successfully completed the ON-THE-JOB TRAINING (OJT) for the period JULY 23 to AUGUST 30, 2024 assigned at Pasig City Treasurer's Office - Real Property Tax Division - Billing, Monitoring, & Records Unit.

This Certification is given this 30<sup>th</sup> day of AUGUST 2024 for whatever intent it may serve.

  
**MARK RUSSEL B. SANTOS**

Section Head- Billing, Monitoring & Records  
City Treasurer's Office



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Fusion BPO Services Phils. Inc.  
Correspondence Address: 7th Flr. Robinsons Cybergate Bldg., Don Mariano St. Cor Don Gil Garcia St.  
Fuente Osmeña, Cebu City 6000 Philippines

## CERTIFICATE OF EMPLOYMENT

This is to certify that **Mr. Brian James Narra** is an employee of Fusion BPO Services Phils. Inc. located at the 7th Floor Robinsons Cybergate, Don Mariano St. Corner Don Gil Garcia Streets, Fuente Osmeña, Cebu City 6000. Fusion BPO Services Phil. Inc. Is a leading BPO service providing end-to-end customer management solutions for its client across the globe and is operating on a 24/7 shifting schedule, including hours between 8:00PM - 5:00AM.

**Mr. Brian James Narra** was hired on **January 17, 2023** and is currently holding the position of **Customer Service Associate** and was separated on **February 08, 2024**.

This certification is issued upon the request of **Mr. Narra** for **Employment Purpose Only**.

Issued this **13<sup>th</sup>** day of **May 2025** at Cebu City, Philippines.

  
Catherine Jorge Tabat  
Human Resource Specialist





Commission on Population and Development -NCR

awards this

# CERTIFICATE OF PARTICIPATION

to

**BRIAN JAMES A. NARRA**

for attending the **8-hour Basic Life Support Training** in collaboration with the  
Mandaluyong City Disaster Risk Reduction and Management Department  
held on April 21, 2025.

Given this 21st day of April 2025 at Rafael M. Salas Conference Room,  
CPD-NCR Building, Mandaluyong City.

  
**JACKYLIN D. ROBEL**  
Regional Director



Polytechnic University of the Philippines  
Office of the Vice President for Student Affairs and Services  
ALUMNI RELATIONS AND CAREER DEVELOPMENT OFFICE

This

## *Certificate of Participation*

is hereby given to

**Narra, Brian James A.**

for completing the **40-hours Online Civil Service Review Course/Class with Introduction to Law Profession** held on June 29, July 6, July 13, July 20, and August 10, 2024.

  
Engr. FLORINDA H. OQUINDO  
Director

  
TOMAS O. TESTOR, MPA  
Vice President for Student Affairs and Services



# CERTIFICATE OF ACHIEVEMENT

THIS CERTIFICATE IS PRESENTED TO

**BRIAN JAMES A. NARRA**

*From Fusion BPO Services, Inc.*

In recognition of his/her efforts and achievement in successful completion of the  
Annual Hipaa & Compliance Training







**Polytechnic University of the Philippines**  
**College of Political Science and Public Administration**  
**and Office of International Affairs**

## **CERTIFICATE OF PARTICIPATION**


is presented to

**Brian James A. Narra**

for having actively participated in the **"Isko at Iska: Thinking out of the Box,  
Thinking Global" – A Discussion on the Conflict between Ukraine and Russia**  
held on March 11, 2022 via Zoom Video Conferencing



**DR. JONNA KARLA C. BIEN**  
Director, Office of International Affairs



**ASSOC PROF. ELMER M. SORIANO**  
Associate Dean and Chairperson  
College of Political Science and Public Administration



Republic of the Philippines  
National Economic and Development Authority  
Eastern Visayas Region

*awards this*

## CERTIFICATE OF PARTICIPATION

*to*

**BRIAN JAMES A. NARRA**

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for actively participating in the Economic and Financial Literacy Week (EFLW) 2020 Regional Forum with the theme "*E-konomiya: Maingat na Pag-angat*" held on 3 December 2020 via Zoom.

Given this 3rd day of December 2020.

  
**ATTY. BONIFACIO G. UY**  
Regional Director