



JENNICA LAURICE MANALO, EcE

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Al Hamriya Bur Dubai

Dubai UAE

OBJECTIVE

To work in a dynamic professional environment to nurture and utilize my creativity and innovative thinking for personal and group development.

PERSONAL INFORMATION

Date of Birth	06 March 1992
Place of Birth	Cand. Que. – Philippines
Height	5 ft. 4 in.
Weight	65 kgs
Nationality	Filipino
Visa status	Housewife visa
Validity	January 21, 2022

EDUCATIONAL BACKGROUND

PRIMARY
MSEUF Candelaria Inc.

SECONDARY
MSEUF Candelaria Inc.

BACHELOR'S DEGREE
Adamson University (Class of March 2013)
B.S. Electronics Engineering

- **Project Study:** "Automatic Speed Limiting System"

WORK EXPERIENCE

Dr. Taher H. Khalil Clinic

209 Matloob Building, Sheikh Zayed Rd., Dubai UAE

- **Customer Service Representative / Receptionist**
August 2017 – July 2019

- Receive and respond to inquiries, concerns and requests of the patients with regards to the procedures/services done by giving them information concerning pre and post procedure care.
- Identify and assess clients' needs.
- Organize and book appointment as requested by the client.
- Keep the doctor updated with his daily schedule.
- Issue receipts and invoices to the patients.

- **SULTARC (Sharjah University Laser Training and Research Center)**

Administrator / Event Coordinator

August 2017 - July 2019

- Prepare the program for the Laser Competence Certification Course.
- Coordinate and arrange the itinerary for the lecturers and clinical instructors.
- Apply for the training's CME points/hours.
- Coordinate with the University of Sharjah for the availability of the venue and signing of the certificates.
- Screen and review the applications of the candidates.
- Collate the files, evaluations and exams for the proper documentation.
- Market and promote the course to the medical establishments/companies.
- Prepare the certificates and the clinical attachments of every participants.
- Conduct evaluation quarterly; set new strategies in marketing as necessary; improve the program based on the students' feedbacks.

- **Life Care Health Consultancy**

Administrator / Event Coordinator

August 2017 - July 2019

- Study the feasibility of every event being planned especially with the international events.
- Coordinate with the speakers for their availability and topics to be discussed.
- Apply for CME.
- Ensure the proper documentation for every event (evaluation sheet and certificates).
- Keep a properly maintained records and documents of the past events and workshops arranged by the company.
- Construct, design and publish websites to be used for digital marketing.

WORK EXPERIENCE

Local Government Unit – Candelaria, Quezon

Office of the Mayor – IT and Services Section

Computer Maintenance Technologist I

June 2015 – Dec 2017

- Assist in constructing the municipal website.
- Ensure proper and timely repair and maintenance of computer hardware of the entire municipal office building.
- Edit and layout municipal publications.
- Conduct Computer Literacy Training sessions to both municipal employees and outsiders.
- Provide first-hand troubleshooting and repair through phone call.

Bids and Awards Committee

Technical Working Group Member

June 2016 – Dec 2017

- Send RFQs to suppliers.
- Provide Abstract of Quotation indicating the bidder with the lowest price quotation.
- Notify and award the project to the lowest bidder.
- Formulate the APP (Annual Procurement Plan) of the LGU (Local Government Unit); identify mode of procurement.
- Provide the BOQ to the eligible suppliers/bidders.
- Check the eligibility and technical requirements of the eligible bidders; identify qualified bidders.
- Perform bid evaluation.

MS Enverga University Foundation Candelaria Inc.

Candelaria, Quezon

Computer Engineering and Electronics Technology

Faculty Member

June 2014 – March 2017

- Formulate course syllabi every semester for every course program.
- Prepare term quizzes and examinations for the students.
- Provide activities that will aid to the students' learning habit.
- Compute and evaluate term and semestral grades of the students.
- Prepare semestral reports to be submitted to the head of the department for evaluation and clearance.

Alorica

SM City Lipa, Ayala Highway, Lipa, 4217 Batangas, Ph

- Customer Representative / Tech Support

April 2013 – May 2014

- Deliver Service and support to end-users through automated call distribution software, via remote connection or over the internet.
- Interact with customers to provide and process information in response in inquiries, concerns and requests about products and services.
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms.
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.
- Research required information using available resources

SEMINARS

- **Cisco Certified Network Associate (CCNA) 200-125 with Cisco Video Telephony Bootcamp**
Ironlink Computer Learning Center
November 20 – December 18, 2016
2nd flr Unit 2B Newton Plaza 4408 Old Sta. Mesa, Manila
- **Seminar-Workshop on the Revised IRR of R.A 9184 otherwise known as the Government Procurement Reform Act**
Department of Budget and Management
December 1 – 3, 2016
Olivarez Plaza, E. Aguinaldo Highway, Tagaytay City
- **English Proficiency and American Speak Program**
English Buddy Career Center
April 30 – May 4, 2016
CompSkills Institute, Candelaria, Quezon
- **Capacity Building on Development and Use of BaLinkBayan Portal**
Commission on Filipinos Overseas
February 18 – 19, 2016
The Lake Hotel, Tagaytay City
- **Training/Seminar/Writeshop on the Use of Non-Sexist Language in Communication**
Human Resource Management Office
Municipal Gender and Development Council
February 17, 2016
Sangguniang Bayan Session Hall, Candelaria, Quezon
- **Candelaria Peace and Order Summit**
Municipal Government of Candelaria, Quezon
Department of the Interior and Local Government
February 11-12, 2016
Candelaria, Quezon
- **Gender Sensitivity Training**
Municipal Gender and Development Focal Point System
November 17 – 18, 2015
Queen Margaret Hotel, Brgy. Domoit, Lucena City
- **Basic Computer Literacy Training Program**
Candelaria, Quezon Community E-Center
November 3, 5, 6, 2015
Candelaria Municipal Library

Engr. Jennica Laurice M. Capalad, EcE