



## JENNICA LAURICE MANALO, ECE

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Al Hamriya Bur Dubai

Dubai UAE

## 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.

## 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

### **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 Margarett 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**