



# MR. JEAN EUGENE R. GUAN, RN

**Bachelor of Science in Nursing & Certificate in Professional Education in Secondary Teaching**

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## Summary 📄

Experienced professional with extensive career history on education, proofreading, editing, and writing, professional language training, digital and SEO marketing, customer service, technical and billing support, and healthcare for leading corporations and organizations.

## Profile 📄

**Birth Date:** August 16, 1989

**Birth Place:** Isabela City, Basilan Province

**Civil Status:** Single

**Citizenship:** Filipino

**Height:** 1.77 m.

**Weight:** 152 lbs.

**Residence:** Ferrer Drive, Divisoria, Zamboanga City, 7000



**Ateneo de Zamboanga University – High School (2002-2006)**  
Zamboanga City



**Western Mindanao State University**  
Zamboanga City

**BS Nursing (2006-2010)**

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**Cebu Technological University**  
Cebu City

**Certificate in Professional Education in Secondary Teaching (2012-2013)**

## WORK EXPERIENCE ✂

### PART-TIME HOMEBASED PROOFREADER/COPYEDITOR

LSERV CORPORATION (August 03, 2019 – PRESENT)

- Fixed errors in grammar, punctuation, and spelling. Double checked the accuracy of names, places, and organizations, as well as, facts, dates, and statistics.
- Ensured consistency in heading and subheading style, publication and page layouts, placement of articles, photographs, and citation, if any.
- Made certain the strict use of house style guide and standards, and suggested changes whenever necessary. Then provided detailed reports regarding assignments completed.

### FULL-TIME HOME-BASED CONTENT WRITER

ARDOR CONTENT (August 16, 2017 – September 05, 2018)

- Produced a wide selection of online content that are informative, comprehensible, well-researched, fact-filled, and organic.
- Created articles and blog posts following white hat SEO techniques and using simple yet suitable format that includes subheadings and bulleted lists.
- Performed tasks including PBN/blog posting and writing, guest posting, Meta data description, backlinking, keyword research, rank analysis, product reviews, content optimization, SEO article writing, and digital marketing.

### PART-TIME FULL LOAD SCIENCE INSTRUCTOR

STI COLLEGES ZAMBOANGA (October 23, 2016 – May 20, 2017)

- Facilitated engaging classroom activities and conducted lectures for Senior High School students of different ethnical backgrounds.
- Assisted in organizing school events and involved students with participating in organizations and contests for skill and talent enhancement.
- Provided advisory guidance to Senior High School students and checked their performance during exams, and monitored their attendance and financial dues.
- Lectured on Earth and Life Science, Disaster Readiness and Risk Reduction, and Disciplines and Ideas in Social Science to Senior High School students.

### PART-TIME COLLEGE INSTRUCTOR

UNIVERSAL COLLEGE OF SOUTHEAST ASIA AND THE PACIFIC, INC. (June 25, 2015- May 30, 2016)

- Conducted engaging classroom lectures regarding various concentrations, through effective classroom management, discussions, and activities fit for adolescent students of varying backgrounds.
- Meticulously defined the course outline by creating a syllabus that covers the entire semester with interesting topics adequately relating to the subject and to learning.
- Provided careful instruction and a student-centered ambience to college freshmen and sophomores on diverse subject areas particularly General Biology (Bio 201), Grammar and Composition (Eng 101 & 102), Personality Development (Hum 101), Principles of Food and Nutrition (Nutri 101), Anatomy and Physiology (Ana Physio), Health Sanitation, Family Planning, and First Aid (Health 101), and Drug and Alcohol Abuse and Management (Health 102).

## CORE SKILLS

- ★★★★★ Communication (written and oral)
- ★★★★★ Active listening
- ★★★★★ Analytical and critical thinking
- ★★★★★ Computer literacy
- ★★★★★ Teamwork
- ★★★★★ Interpersonal Skills
- ★★★★★ Leadership
- ★★★★★ Cultural Understanding
- ★★★★★ Strategy and Goal-orientation
- ★★★★★ Adaptability
- ★★★★★ Creativity and Problem-solving
- ★★★★★ Dependability

## TECHNICAL SKILLS

- Blog Posting
- Call Handling
- Class Management
- Content Writing
- Customer Service
- Digital Marketing
- Editing and Proofreading
- Facilitating and Mentoring
- Healthcare
- Keyboarding – 70wpm
- Negotiation
- Open Office Applications
- Public Speaking
- Search Optimization
- Selling and Marketing
- Vocals
- Teaching and Education

## LANGUAGES

- ★★★★★ English (US & UK; AUS)
- ★★★★★ Tagalog
- ★★★★★ Cebuano
- ★★★★★ Chavacano/ Spanish Creole
- ★★★★★ Spanish

## INTERESTS

- Art
- Astronomy
- Biology
- Blog Writing
- Books & Reading
- Brain Games
- Broadway Musicals
- Creative Writing
- Documentaries
- History
- Journaling
- Mentoring
- Movies
- Music & Singing
- Painting
- Photography
- Pilates
- Poetry
- Puzzles
- Sketching
- Traveling
- Trivia
- Volunteer Work
- Yoga
- Zoology

- Measured understanding and knowledge retention through providing formative and summative forms of assessment following a particular rubric.
- Instructed and demonstrated procedures concerning medical skills and principles to students taking health-related courses in the community and lab for Related Learning Experience.
- Organized in assistance school programs such as socialization soirees, and participating and hosting functions and events, as well as, coached and trained teams for school-wide sports events and programs.

### PART-TIME ON-CALL IELTS/ESL INSTRUCTOR

DR. CARL E. BALITA REVIEW CENTER (March 13, 2014 – November 24, 2014)

- Keenly taught groups of various ages and professional backgrounds in an actual classroom setting basic grammar rules and communication principles essential to maxing IELTS.
- Utilized numerous exam materials and techniques to further enhance knowledge through skills and application, and measured and evaluated progress, and provided personal feedback and guidance to students regarding their performance during the entire review program.
- Acquainted students to the basic requirements for General and Academic IELTS, as well

### TECHNICAL SUPPORT PROFESSIONAL

STREAM GLOBAL SERVICES (January 14, 2013 – June 03, 2013)

- Addressed issues regarding internet service and common computer hardware difficulties particularly on malware and network connection, and provided easy basic troubleshooting instructions, as well as, initiating technician dispatch if necessary.
- Informed potential customers and patron of new products and promotions, and upsold speed upgrades and additional service.
- Notified customers ahead of time of potential and currently occurring outages, and assisted in billing concerns such as disputes and delinquencies, as well as, payments.
- Attended team meetings, outings, and process updates to enrich product knowledge and technical expertise.

### JUNIOR CONTENT WRITER

SMART TRAFFIC SEO, INC. (July 16, 2012 – December 21, 2012)

- Created SEO friendly articles and following guidelines that favor the Google Panda Algorithm through adequate keyword distribution, text linking, and other SEO recommended tricks to boost search engine page rankings.
- Accomplished daily required word count in accordance with company standards and policies.
- Appeared in process updates to meet rules set by Google's search engine optimization, and town hall meetings, as well as, team meetings.

### SENIOR CUSTOMER SERVICE ASSOCIATE – SPRINT ACCT.

CONVERGYS PHILIPPINES – BANAWA (October 24, 2011 – May 18, 2012)

- Handled phone calls concerning customer's bills such as disputes, refunds, and credits, as well as, received over-the-phone payments through check payments and debit.
- Upsold products proactively such as mobile phones, tablets, portable hotspot devices, accessories, and plans that may enhance customer service experience and maximize product use, as well as, offered upgrades in plan and devices to improve and resolve concerns.
- Provided clear instructions and walked customers through with using devices, and also helped customers with easy-to-do troubleshooting steps; and processed replacements in the event of irreparable damage to a device that is still under warranty.
- Addressed system issues and reconfigured information such as phone numbers to address problems regarding fraud and theft, as well as, given options to provide security and protection from malware and abuse.

## EDUCATION AND QUALIFICATIONS

• **Faculty Skills Enhancement Training Seminar (FSETS) 2016** Batch 2, November 2016 – January 2017, STI College Zamboanga, Governor Lim Ave., Zamboanga City

• **H.I.M. – High Impact Meeting**, November 9-10, 2016, 3/F Unicon Bldg., Gov. Alvarez Ave., Zamboanga City

• **Entrepreneur in 12 Days – Conference with the Entrepinoy Guru Dr. Carl E. Balita**, February 7, 2016, Roof Deck, Marcian Business Center, Zamboanga City

• **Teaching Strategies – Refresher Course**, November 26, 2015, Universal College, Mayor Jaldon St., Brgy. Canelar, Zamboanga City

• **Communications and Culture Training**, October 24, 2011 – November 11, 2011, I2 Building, Cebu IT Park, Cebu City

• **Emergency Cardiac Care Guidelines**, August 28, 2011, Annrica Bldg, Sta. Maria, Zamboanga City

• **ZCMC Volunteer Training**, May 1- July 31, 2011, Zamboanga City Medical Center- Surgical Department, Zamboanga City

• **Basic Life Support Training for Health Care Providers**, March 5-6, 2011 Zamboanga City Medical Society Bldg, Sta. Maria, Zamboanga City

• **Basic IV Training Program**, February 18-20, 2011, Western Mindanao Medical Center, Zamboanga City

• **Seminar on ECG Reading**, August 20, 2010, 3/F Limtown Center, La Purisima St., Zamboanga City

• **Current Trends on Surgical Oncology**, October 17, 2010, Marcian Convention Center, Zamboanga City

• **Pain Assessment and Nursing Management for Cancer Patients**, October 17, 2010, Marcian Convention Center, Zamboanga City

• **2<sup>nd</sup> Mindanao Student Leader's Summit** May 28-30, 2009, Catarman Coral Dive Resort, Punta Poblacion, Camiguin Island

• **University Student Council Executive Programming and Workshop**, August 18, 2008, Astoria Hotel, Zamboanga City

- Introduced new customers to the product and services, and offered help with regard to data usage and minutes if necessary.
- Ensured all customer issues are addressed during the first call, and transferred misdirected calls to the right department, and that all calls are properly documented for review and quality purposes.

### ON-CALL PRIVATE NURSE

PRIVATE DUTY NURSES ASSOCIATION OF ZAMBOANGA (PDNAZ)  
(October 01, 2011 – October 20, 2011)

- Provided bedside care to terminally ill patients at a private ward in an institutionalized tertiary hospital: monitoring blood pressure, temperature, pulse rate, respiration rate, pain intensity, and input and output, as well as, ensuring accuracy in the administration and titration of drip and following routine medication as prescribed.

### VOLUNTEER NURSE TRAINEE

ZAMBOANGA CITY MEDICAL CENTER – SURGICAL WARD (April 18, 2011 – July 01, 2011)

- Performed ward nurse duties like monitoring vital signs, administering intravenous fluids and oxygen if required, and providing physician-prescribed medications and injections, and assisted doctors on patient treatment.
- Observed and evaluated medical findings and readings, and performed essential nursing procedures.
- Referred to a physician on duty of any changes and improvements, as well as, untoward medical reactions to drugs or to procedures that a patient might experience.

### ONLINE FREELANCE WRITER / PART-TIME CONTENT WRITER

ARTICLE TEAM (December 01, 2010 – April 01, 2011)

- Written online content according to client requirements and conditions.
- Followed guidelines of publishing SEO friendly content, and promptly met deadlines of content submissions.

### Scholastic Evaluations and Professional Examinations:

- Center for Educational Measurement Inc., Admission Test for Colleges and Universities – General Scholastic Aptitude (2005) Standard Score 629 (Superior)
- Center for Testing and Evaluation – Western Mindanao State University, College Entrance Examination (2006) 96.5%
- Center for Educational Measurement, Nursing Aptitude Test- College of Nursing (2006): 98.6%
- Western Mindanao State University – Graduate School Aptitude Test (2010) 86%
- Professional Regulation Commission - Nurses Licensure Examinations (April 2010): 77.6%

## CHARACTER REFERENCE

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Sitel Philippines Corporation

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Math Instructor  
Ateneo de Zamboanga University

Herewith affixed is my signature to ensure the veracity of the information provided above:

