



# ELYSS RODOLFO F. PANGANIBAN

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## SUMMARY

Experienced professional in handling relevant safety equipment, policies, procedures, and strategies to deal with emergency situations. Eager to apply my strong dedication, observation and safeguarding of company. Seeking a position and the opportunity for the advancement of professional growth.

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## EDUCATION

**ST. JAMES COLLEGE OF QUEZON CITY**  
Bachelor of Science in Hotel and Restaurant Management, 2013

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## SKILLS

- CCTV Surveillance Systems
- Customer Relations
- Firearms Handling and Safety
- Event Security, Crowd Control and Disaster Management
- First Aid and CPR

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## AWARD

**MEDALYA NG KAAGAPAN**

Alertness Medal

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## EXPERIENCE

### CUSTOMER RELATIONS SERVICE SUPERVISOR

Shopping Center Management Corporation, SM City North EDSA | 2017 – Present

- Control, direct and supervise security operations
- Handles security and safety related concerns
- Monitor and ensure orderly deployment of security guards during day to day operations

### CUSTOMER RELATIONS SERVICE REPRESENTATIVE

Shopping Center Management Corporation, SM City North EDSA | 2014 – 2017

- Enforces company policies, rules and regulations and prepares documentation regarding employee violations
- Assist CRS Supervisor/Manager and Regional Manager in the implementation of Plans and Programs
- Investigate security cases and does administrative work for the department.

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## CERTIFICATIONS

### CERTIFIED SECURITY PROFESSIONAL (CSP), 2019

Batch 508, Philippine Society for Industrial Security

### BASIC OCCUPATIONAL SAFETY AND HEALTH (BOSH), 2017

Occupational Safety and Health Center

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## TRAININGS

### FIRE BRIGADE TRAINING

Bureau of Fire Protection, October 2019

### SM EMERGENCY RESPONSE TEAM

Specialized Technical Advanced Rescue Training, November 2016

- Water Safety Rescue
- High Angle Rope Rescue
- Basic Life Support