

CURRICULUM VITAE

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A highly competent, motivated and enthusiastic individual with high experience in customer support, administration and data protection management. Well- organized, proactive with great communication skills and able to establish good working relationships with different people. Possessing a proven ability to generate innovative ideas and solutions to problems. Currently looking for a suitable position to a reputable a company.

MERVIN GUINO-O MOSQUEDA

PERSONAL PROFILE

Civil Status	: Single	Weight	: 165 lbs.
Height	: 5'5"	Birthday	: February 14, 1979
Nationality	: Filipino	Religion	: Roman Catholic

EDUCATIONAL BACKGROUND

Others	DAS Academy Ltd, Singapore / Singapore University of Social Sciences	
	Professional Certificate Course in Presentation Skills (Awareness Talk)	
	Certificate in Presentation Skills	6 May – 3 June 2020
	Certificate in Understanding Dyslexia	1-30 April 2020
	Certificate in Educational Psychology	13-27 August 2015
	Essential Literacy Approach with Merit	26-30 November 2012
Bachelor's Degree	Ateneo de Davao University, Philippines	1996-2002
	Bachelor of Science in Business Administration	
	Major in Management	
Secondary	Assumption School of Davao	1992-1996
Primary	University of Immaculate Conception	1986-1992

WORK EXPERIENCE

January 2020 – Present (Data Protection Officer, Dyslexia Association of Singapore, Singapore)

- Ensure compliance of PDPA when developing and implementing policies and processes for handling personal data.
- Foster a data protection culture among employees and communicate personal data protection policies to stakeholders.
- Manage personal data protection related queries and complaints.

- Alert management to any risks that might arise about personal data.
- Liaise with the Personal Data Protection Commission (PDPC Singapore) on data protection matter where necessary.

Feb 2018 – Present (Corporate Services Officer, Dyslexia Association of Singapore, Singapore)

- Consolidates all the Monthly Enrolment statistics across all 14 Learning Centres
- To send Monthly Report to the Ministry of Education for students receiving MOE Grant.
- Tabulates numbers from the Monthly Enrolment stats and Student Turnover.
- Consolidates all the Late Night & Sunday allowance claim spreadsheet of all learning centres.
- Check the Draw Down Reports of the DAS Programme and prepare a summary report on a termly basis.
- Spearheads the annual audit exercise from all 14 learning centres and submit a comprehensive audit summary report.

April 2016 – Feb 2018 (Senior Student Services Assistant, Dyslexia Association of Singapore, Singapore)

- Provide support for Students and Educational Therapists at DAS Learning Centre
- Generate Offer Letters/Billing for Student Remediation and Bursary Application
- Receive payments for School Term fees and Assessment
- Provide support in Monthly Stats and generate Outstanding Payment report
- Ad-hoc purchase of office supplies and centre maintenance
- Provide support in DAS Events and activities such as Parents Orientation, Student Graduation and Seminars

March 2011 – April 2016 DAS Academy (Senior Administrative Officer, DAS Academy Ltd, Singapore)

- Student Support for Master of Arts in Specific Learning Differences (MA SpLD) – Registration, Billing and Enrolment
- Liaise with partner university and institutions in delivering course materials and adhoc support.
- DAS Academy Librarian
- Ad-hoc purchase and inventory of teaching tools and library resources and office supplies
- Awareness Talk Coordinator
- Answer customer queries via phone and email support and database

November 2010 – February 2011 (Operations Executive) - Kay Chye Huat Pte. Ltd., Singapore

- Do quotations, order entry, delivery order, purchase order, shipping note and proforma invoicing for shipping companies
- Communicate with the suppliers and handle queries over the phone ,data entry and other administrative work

October 2009 – October 2010 (Customer Service- Operations Manager) - Mikado Pizzeria Enterprise, NTU Singapore

Handle all tasks inside the establishment including customer queries, counter services cashiering, kitchen duties, opening and closing of sales
Do stock inventory and monitor daily sales and oversee other service needed for daily operation.

March 2008 – May 2009(Customer Service / Technical Support Representative/ Sales)

24/7 Customer Care Philippines Inc. Makati, Philippines
Check team's statistics and do coaching sessions with the team

Diagnose and troubleshoot Road Runner Internet connection
Provides assistance in the computer set up using Ethernet and USB Cable Modem, browser issues of Internet Explorer/Mozilla Firefox/Safari.
Support includes creating Multiple Accounts, Password Reset and Account Management

SKILLS/PROGRAMS

- ❑ Computer Literate (Microsoft Word/Microsoft Excel/Microsoft Office PowerPoint/Microsoft Outlook / Microsoft Office Picture Manager/Windows Movie Maker)
- ❑ Good command in English (written and verbal)
- ❑ Literary and leadership skills
- ❑ Excellent communication skills
- ❑ Technical skills for Internet Service Support
- ❑ Remedy Ticketing System, /Outage Notification System/CRM System
- ❑ Order Processing System – VOPS
- ❑ Portnet PSA (Vessel Info/Berthing Info)
- ❑ Student Management System (SMS)
- ❑ Installation of IBM SPSS Statistics
- ❑ Caregivers Training Grant Application
- ❑ Library and Book Management
- ❑ Office Management
- ❑ Administrative Support
- ❑ Report Writing
- ❑ Presentation Skills
- ❑ Data Protection Management

CO-CURRICULAR ACTIVITIES & TRAINING

ICDL-Microsoft Advanced Excel 2019 – 27 to 29 Sep 2021

Data Protection Webinar Training – Jan-Mar 2020

CEO Commendation Award – January 2018 (Singapore)

Toastmasters Club (Singapore) - Member 2014-2015

Award: Best Table Topics (July 2014)

DAS Award: Service Star Employee of the Month (June 2014) (Singapore)