

Michelle Maria H. Robles

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SUMMARY:

Caregiver with Aupair experience in Europe, looking to obtain a Senior Care Worker position. Recognized for ability to provide emotional and physical support. Possesses exceptional communication abilities, as well as cultural sensitivity to deal with diverse population.

NATIONAL CERTIFICATION:

TESDA NCII **Caregiving**, Issued on January 18, 2023 valid until January 17, 2028

IETS Test Result:

General Training, taken December 21, 2022, TRF issued on December 26, 2022

Overall Band Score **7.5** CEFR Level **C1**

EDUCATION:

Bachelor of Science in Psychology – (Class of 2014)

University of San Agustin, Iloilo City

Bachelor of Science in Nursing (Undergraduate – 182 units)

University of San Agustin, Iloilo City (2003-2006)

West Negros University, Bacolod City (2006-2007)

Associate in Health Science Education – (Class of 2005)

University of San Agustin, Iloilo City

WORK EXPERIENCE, ACTIVITIES AND SKILLS:

Local Government Unit of Pavia, Pavia, Iloilo

Admin Aide IV (Human Resource Management Aide) (December 2022–present)

- Receives incoming communications, and endorse queries and complaints to concerned operating units; Facilitates Personnel-related programs and activities; Prepares personnel/HR-related reports and records; Processing of payroll, Maintains agency's GSIS MSP account

Job Hire (Human Resource Management Aide) (November 2019–November 2022)

- Performs administrative functions at the Public Assistance/Complaints Desk. Receives incoming communications, and endorse queries and complaints to concerned operating units; Facilitates Personnel-related programs and activities; Prepares personnel/HR-related reports and records; Processing of payroll

Bureau of Fisheries and Aquatic Resources (BFAR) Regional Office 6, Iloilo City

HR Staff, Administrative Assistant II (Feb 2016–December 2017)

- Performs administrative functions at the Public Assistance/Complaints Desk. Receives incoming communications, and endorse queries and complaints to concerned operating units; sends daily outgoing communications to other agencies and clients nationwide; Facilitates Personnel-related communications; Prepares HR-related activity proposals and personnel/HR-related reports and records; Facilitates personnel/HR-related activities; Processing of payroll.

AUGUSTINIAN Calamity Action Response Efforts & Services (C.A.R.E.S), Univ. of San Agustin, Iloilo City

Volunteer (November 2013–January 2014)

- Facilitates Critical Incident Stress Debriefing (CISD); Psychosocial Care & Trauma Healing to communities & survivors of Disaster and Trauma

Online Home-based

Virtual Assistant, Admin, Sales and Marketing Support, Web Content Analyst, Outbound Customer Service

Representative (April 2011–November 2012)

- Worked for companies such as Google-Metaweb, Stretche.com, Premier Food Safety (PFS), Le Reve Image, etc.
- Email Response/Handling, Lead Generation, Cold Calling, Appointment Setting and Follow Up, Data Entry, Research; Web Contest Analysis, English Judgment Contributor; Sales & lead generation, Appointment Setting, Contact list Research and Data Entry for a Daily Deals Website and Food Managers/Handlers Certification Training and Exam

BJÖRLING – THOMSEN FAMILY, Copenhagen, Denmark

Aupair (July 2010–January 2011)

- Cultural Exchange Program

CALLBOX INC., Iloilo City, Philippines

Outbound Customer Service Representative (August 2007–December 2009)

- Sales & lead generation, Appointment Setting, Contact list Research and Data Entry for accounts such as Commercial Services, IT Products and Services, Promotional Products, Email Handling Response and Call-to-Invite Campaigns