

ALLEN DOMINGO

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26A Lantana Street, Quezon, Philippines, 1101

PROFESSIONAL SUMMARY

As a Gender and Development Specialist with a strong background in customer service, I bring a unique blend of skills and perspectives to the field of social development. My extensive experience in customer service has equipped me with exceptional interpersonal and communication skills, a deep understanding of diverse stakeholder needs, and a proven ability to adapt to dynamic environments.

I am committed to driving positive change and promoting gender equality. Leveraging my customer service expertise, I have successfully applied these skills to engage with communities, build meaningful relationships, and effectively address gender-based disparities. My passion for creating inclusive and equitable spaces, along with my commitment to social justice, allows me to contribute effectively to gender and development initiatives.

My career goal is to continue integrating customer service experiences into my work as a Gender and Development Specialist, leveraging my abilities to advocate for marginalized voices and advance the cause of gender equality and social inclusion. I am dedicated to fostering positive change and creating a more equitable world.

WORK EXPERIENCE

Gender and Development Specialist

Dec 2022 - Present

Philippine Commission on Women • Manila, Philippines

- Participates in the conduct of research, gather inputs to the planning, implementation, and assessment of the office's overall strategic and operational plans and activities;
- Participates in and provides backstop support in the conduct of Gender and Development related consultations, meetings, policy advocacy, and monitoring and evaluation activities;
- Prepare Minutes of the meeting, agreements, reports, and other documents during meetings;
- Prepares/drafts concept papers, activity proposals, policy papers, and technical reports related to assigned tasks;
- Provides secretariat and other assistance to the PCW Chairperson and Commissioners in relation to operational and project requirements;
- Maintains confidential, vital, and general files and records, circulars, memorandum, orders, and other papers and documents;
- Prepares Work and Financial Plan and monitors the budget utilization;
- Internal Quality Audit Secretariat and Auditor; and
- Performs other duties as may be assigned from time to time.

Administrative Assistant II

Nov 2021 - Dec 2022

Philippine Commission on Women • Manila, Philippines

- Provide secretarial, administrative and logistic support for the Deputy Director for Operations;
- Arrange/schedule meetings;
- Maintain confidential, vital, and general files and records, circulars, memorandum orders and other
- paper documents;
- Handle and monitor incoming and outgoing documents;

- Coordinate with the Deputy Director for Operations all the documents/communications in DTS and e-mails;
- Request/prepare necessary documents for official travel/s of the Deputy Director for Operations
- Prepare documents for reimbursement/liquidation/Work and Financial Plan;
- Receive and answer phone calls;
- Provide support in the implementation of Internal Quality Audit;
- Junior Internal Quality Audit Auditor;
- Perform other duties as may be assigned from time to time.

Administrative Aide VII

Mar 2020 - Nov 2021

Philippine Commission on Women • Manila, Philippines

- Provides assistance to the Chief Administrative Officer in fulfilling the tasks by doing complete staff work, including conduct of research on CSC, DBM and COA laws and rules, and a variety of administrative topics;
- Coordinates with other divisions regarding administrative and finance concerns and processes and responds to queries in the absence of the Chief Administrative Officer, when necessary;
- Assists and/or prepares graphic/visual materials for briefing; orientation sessions and/or meetings;
- Assists and documents proceedings during AFD meeting
- Assist the Chief Administrative Officer on the consolidation of DPUCR ratings and MOVs from different sections;
- Assist the Chief Administrative Officer on reminding the Section Heads on ensuring the timely submission of all Performance Based- Bonus required reports; AOM findings report/s; CSC submissions; IPCR submission and other reportorial requirements;
- Assist the Chief Administrative Officer on ensuring the submission of ISO related documents
- Receives telephone messages and relays information with the required action to the supervisor or to other employees;
- Receives and logs in/out requests for payment, disbursement vouchers, obligations slips, petty cash requests, and other documents for review and/or approval and signature of the Chief Administrative Officer;
- Schedules/calendars meetings and other commitments of the Chief Administrative Officer;
- Prepares requisitions of required supplies and materials;
- Routes documents to appropriate parties;
- Files/organizes related files and documents; and
- Performs other duties as assigned by the Chief Administrative Officer from time to time

Line Cook / Assistant Kitchen Head

Mar 2019 - Oct 2019

Black Scoop Cafe • Pasig

- Prepare and cook a wide variety of dishes, following recipes and ensuring consistent quality and taste.
- Collaborate with the head chef in overseeing kitchen operations, including managing inventory, ordering supplies, and ensuring kitchen hygiene and cleanliness.
- Prepare, season, and cook food such as meats, vegetables, soups, and other dishes as per established menu items or customer orders.
- Ensure that all dishes leaving the kitchen meet quality and presentation standards.
- Follow recipes, portion control, and cooking standards to meet customer expectations and maintain cost control.
- Manage time effectively to ensure that orders are prepared and served on time.
- Adhere to food safety and sanitation guidelines, maintaining a clean and organized work environment. Regularly monitor food temperatures and storage.
- Assist in training new kitchen staff and monitoring their progress.
- Contribute to the creation and development of menu items, ensuring that they are innovative and profitable.

- Assist in managing inventory levels, ensuring necessary ingredients are stocked, and placing orders as needed.
- Assist with managerial tasks, such as staff scheduling and helping with menu planning.
- Maintain clear and open communication with the kitchen team, servers, and management to ensure a smooth flow of orders.
- Quickly address and resolve any issues that may arise in the kitchen, such as equipment malfunctions or staff challenges.
- Occasionally interact with customers, ensuring their special requests or dietary restrictions are accommodated.
- Ensure compliance with health and safety regulations and food service industry standards.
- Assist in minimizing waste and managing food costs effectively.

General Administrative Analyst- Employee Engagement Specialist Sep 2015 - Jan 2019
 Telus International Philippines • Makati, Philippines

- Responsible for creating programs and initiatives aimed at engaging employees and boosting their morale. This can include organizing team-building activities, recognition programs, and events to foster a sense of belonging.
- Gather feedback from employees through surveys and other channels to assess job satisfaction and identify areas that may need improvement. Analyzing this feedback and recommending actions based on the results.
- Ensuring effective communication between employees and management. This could involve creating and implementing communication strategies and channels to keep employees informed and engaged.
- Promoting employee well-being by developing and implementing wellness programs, stress management initiatives, and mental health support services.
- Helping to resolve workplace conflicts or issues that affect employee engagement. This may involve mediating disputes or working with HR to address grievances.
- Assisting in the planning and execution of employee training and development programs. These programs can help employees grow in their roles and feel more engaged in their work.
- Developing and managing employee recognition programs to acknowledge and reward outstanding performance and contributions.
- Collecting and analyzing data related to employee engagement, turnover, and other relevant metrics. Using data-driven insights to make improvements and measure the impact of engagement efforts.
- Collaborating with HR and management to create and update policies and procedures that support a positive work environment and engagement.
- Ensuring that all engagement initiatives and programs are in compliance with relevant labor laws and regulations.
- Organizing events and activities designed to boost employee morale and strengthen the team's bond.
- Keeping detailed records of engagement activities, survey results, and other relevant information. Preparing reports and presentations for management.

Customer Interactions Associate Level 2 (Mentor) Apr 2010 - Sep 2015
 Telus International Philippines • Taguig

- Actively engages with customers to provide support, assistance, and solutions to their inquiries, issues, or concerns. Serves as a point of contact for customers and are responsible for ensuring a positive customer experience.
- Assist and guide newer team members by providing training, sharing best practices, and offering guidance in handling challenging customer interactions.
- Involved in quality assurance processes, monitoring and reviewing interactions with customers, and ensuring that service standards are met. Provide feedback and coaching to improve the quality of customer interactions.
- Ensuring that everyone are well-prepared to handle customer interactions effectively.

- Focus on educating: Lecture/ Demonstration
- Ensuring that all team members reach their full potential and that customers receive the highest level of support and satisfaction

Customer Interactions Associate Level 1 (Agent)

Apr 2008 - Apr 2010

Telus International Philippines • Taguig, Philippines

- Efficiently provides directory information across U.S, Canada and Puerto Rico.
- Act as the first point of contact for customers, responding to their inquiries, resolving issues, and providing information.
- Communicate with customers in a professional, empathetic, and courteous manner, ensuring a positive customer experience.

EDUCATION

Bachelor of Science in Business Administration

Jul 2017 - Oct 2018

Philippine Women's University • Manila, Philippines

The Bachelor of Science in Business Administration equips students to thrive in today's global business landscape. This course will help students to develop a broad understanding of the various facets of management and acquire the skills needed to be career-ready upon graduation.

Fundamentals in Culinary Arts - Fundamentals in Baking & Pastry Arts Feb 2016 - Aug 2016

Centre For Culinary Arts Manila • Quezon

A comprehensive program that is the perfect starting point for any baking enthusiast. This Fundamentals in Baking & Pastry Arts Course includes 80-hours of hands-on training teaching foundational techniques and practical recipes you can use at home, a commercial kitchen or small food business. Learn essential skills and knowledge on food safety, baking math, green chefmanship, baking techniques and methods. Also, application of principles and techniques on various baked and patisserie products. Each class was designed to teach a specific skill which gradually becomes more complex as the program progresses. Graduates of this short course program are looking to develop their confidence in the kitchen whether they are hobbyists, budding entrepreneurs or already working in a commercial kitchen.

Fundamentals in Culinary Arts - Track 2 World Cuisine

Jul 2014 - Mar 2015

Centre For Culinary Arts Manila • Quezon, Philippines

A comprehensive program that is the perfect starting point for any culinary enthusiast to world cuisines. The Fundamentals in Culinary Arts Track 2 Course was designed to teach specific skills, which gradually become more complex as the program progresses. This course will help to understand foundational cooking skills and proper palate training. Most of all, to explore international cuisines and learn how to work in a team.

Fundamentals in Culinary Arts - Track 1 Course

Nov 2013 - Apr 2014

Centre For Culinary Arts Manila • Quezon

A comprehensive program that is the perfect starting point for any culinary enthusiast. The Fundamentals in Culinary Arts Course is a compressed 80-hour comprehensive training program. Each class was designed to teach specific skills, which gradually become more complex as the program progresses. This will help to understand foundational cooking skills and proper palate training. The sessions will continue to develop their palates, identify successes, and learn from their experiences.

Hotel Restaurant and Tourism Management

Jun 2004 - Apr 2006

Doña Jacinta L. Esteves Memorial College • Davao Oriental, Philippines

There are three concentration on this course; Hotel Management, Restaurant Management and Tourism Management. This course is designed to train a holistic set of skills for the tourism industry in several departments. It covers the basic, common, and core competencies required in the delivery of food and beverage service in various foodservice facilities. It covers the core competencies of preparing the dining room for service, welcoming guests and taking food and beverage orders, promoting food and beverage products, providing food and beverage service to guests, providing room service, and receiving and handling guest concerns. It is also designed to enhance the knowledge, skills, and attitude in bread and pastry production to prepare and present desserts, as well competencies that a person must achieve to clean kitchen areas, cook/prepare hot, cold meals and desserts for guests in various food and beverage service facilities. The course also enhances the knowledge, skills, and attitude of a bartender/barista in cleaning bar areas, operating bars, preparing and mixing cocktails in accordance with industry standards.

SKILLS

- ISO 9001: 2015 Internal Auditor
- Coordination with partners and stakeholders in project implementation or collaboration;
- Expert in Microsoft and Google Applications navigation.
- Ability to work in a fast-paced and results-oriented environment.
- Ability to adapt to new or changing work requirements.
- Ability to deliver tasks accurately and efficiently.
- Proactive in doing tasks and job requirement.
- People person and a team player.
- Public Relations
- Time Management
- Customer Service Skills

PROFESSIONAL CREDENTIALS

- August 2019 Civil Service Examination Paper and Pen Test Passer

VOLUNTEER WORK

Volunteer

Jul 2012 - Jul 2012

ABS-CBN Foundation • Manila, Philippines

ABS-CBN Foundation, through the Kapit Bisig Para sa Ilog Pasig campaign, has been rehabilitating Manila's esteros in an attempt to clean up the Pasig River. The campaign has transformed Estero de San Miguel and Estero de Paco from trash-choked streams into tree-lined waterways.

Volunteer

May 2012 - May 2012

Gawad Kalinga • Negros Occidental, Philippines

The GK Bayani Challenge is a 5-day test of courage, endurance and love for the country. Teams of 15 people go on an adventure to plant hope on ground by building sustainable communities, fostering friendships, and transforming lives that are critical to nation-building. Hometown activities that would take place during the 5-day Bayani Challenge are: Building of homes – Build an actual home for a family and experience everything from laying the foundation, attaching the roof, painting the walls, and landscaping; Paraisong Pambata – Create an environment of fun and learning for children aged 6 to 10 years old through feeding programs, storytelling lessons,

games, and a Sports Clinic; School Build – Make public schools conducive to learning by refurbishing rooms, painting walls, landscaping gardens, and repairing tables and chairs; Environment – Be a hero for the environment by planting trees and organizing clean-up drives; and Community Health – Share the importance of health by conducting a nutrition program, medical check-ups and health consultations among the different barangays. Our Team (Telus International Philippines) was able to finish building 5 homes.

Volunteer

Nov 2013 - Nov 2013

Red Cross • Pasig, Philippines

Typhoon Yolanda (Haiyan) Relief Operations

AWARDS AND HONOURS

Neophyte POC Award 2016 (Events and Engagement)

2016

An award given to the new engagement prime with great contribution, and impact in the organization through engaging the employees and management.

TIP Values Awardee 2012 (Courage to Innovate Award)

2012

Recipients of the award have actively contributed innovative solutions and ideas that have positively impacted the workplace. Showing exceptional creativity and out-of-the-box thinking in problem-solving and product development.

Telus International Philippines Values Awardee 2017 (Embrace Change Award)

2017

This award is given to a team member across the company who embrace a caring work environment powered by teamwork, diversity, and inclusiveness.

LEARNING AND DEVELOPMENT INTERVENTIONS/ TRAINING PROGRAMS ATTENDED

- **IQA (Internal Quality Audit) Auditors' Refresher Training**

August 3-4, 2023

Development Academy of the Philippines

- **Online Training on Basic Monitoring and Evaluation**

August 1- 5, 2022

Development Academy of the Philippines

- **Complete Staff Work Training**

July 7, 2022

Civil Service Commission

- **Training Course on Root Cause Analysis and Corrective Action Formulation**

April 21-22,2022

Development Academy of the Philippines

- **Training Course on QMS Requirements and Documentation**

April 18-20,2022

Development Academy of the Philippines

- **ISO 9001:2015 Internal Quality Audit Training**

March 9,2022

SOCOTEC

- **QMS BASED AWARENESS BASED ON ISO 9001:2015**

November 21,2021

BQC Inc.

- **THE GAD AGENDA: FORMULATING THE GAD STRATEGIC FRAMEWORK AND GAD STRATEGIC PLAN**

November 18,2021

Philippine Commission on Women

- **GOOGLE WORKSPACE USERS TRAINING**

November 09,2021

LaQuest

- **GAD PLANNING AND BUDGETING: FROM PREPARATION TO GAD FUNDS AUDIT**

October 7, 2021

Philippine Commission on Women

- **GOVERNMENT PROPERTY AND SUPPLY MANAGEMENT**

October 5, 2021

SCCE Training Center

- **ORIENTATION ON SAFE SPACES ACT AND EXPANDED MATERNITY LEAVE**

September 20, 2021

Philippine Commission on Women

- **BEYOND ATTRIBUTION: USE OF THE HGDG TO MAINSTREAM GAD ELEMENTS IN THE PROJECT DEVELOPMENT CYCLE**

August 18, 2021

Philippine Commission on Women

- **INTRODUCTION TO ISO 9001:2015**

July 28-30, 2021

SOCOTEC

- **ORIENTATION ON RULES ON ADMINISTRATIVE CASES IN THE CIVILSERVICE (RACCS)**

July 6-9, 2021

Civil Service Commission

- **GENDER ANALYSIS: TOOLS AND PRAXIS CONFIRMATION**

June 23, 2021

Philippine Commission on Women

- **CLIENT RELATION MANAGEMENT TRAINING**

May 24-27 ,2021

Philippine Commission on Women

- **FUNDAMENTALS OF GENDER MAINSTREAMING: REVIEW OF POLICYIMPERATIVES ON GAD AND GM CONCEPTS**

May 12, 2021

Philippine Commission on Women

- **INTRODUCTION TO GAD CONCEPT AND SOGIESC**

March 18,2021

Philippine Commission on Women

- **PHILIPPINE NATIONAL ACTIVITY SEMINAR WORKSHOP ON ENDINGGENDER BASED VIOLENCE**

February 6-7, 2021

Public Service International

- **ORIENTATION ON STRATEGIC PERFORMANCE MANAGEMENT SYSTEM AND IPCRWORKSHOP**

October 9, 2020

Civil Service Commission

- **2018 OMNIBUS RULES ON APPOINTMENTS AND OTHER HUMAN RESOURCE ACTIONORIENTATION**

September 30- October 2, 2020

Civil Service Commission

- **SOGIE: RESPECTFUL WORKPLACE**

March 16, 2018

SpectrumPH

- **THE ART OF INFLUENCING OTHERS**
October 7, 2017
TELUS International Philippines
- **EMOTIONAL INTELLIGENCE**
July 24, 2017
TELUS International Philippines
- **HR LEARNING SESSIONS**
July 17, 2017
TELUS International Philippines
- **IASPIRE**
June 12, 2016 to July 12, 2016
TELUS International Philippines
- **MICROSOFT EXCEL TRAINING**
April 18, 2015
TELUS International Philippines
- **LEADERSHIP 101**
April 15, 2015
TELUS International Philippines
- **MAXIMIZE YOURSELF: WORKSHOP ON TIME MANAGEMENT AND STRESSMANAGEMENT**
September 19, 2014
TELUS International Philippines
- **BRAND ME: PERSONAL VISIONING**
September 18, 2014
TELUS International Philippines
- **GROWTH BEGINS WITHIN: ENHANCING YOUR CONFIDENCE**
September 17, 2014
TELUS International Philippines
- **MAKING A DIFFERENCE: EXCEEDING CUSTOMER SATISFACTIONS**
September 16, 2014
TELUS International Philippines