

# LUIGEE V. MERCADO

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Sitio Ibayong Ilat, Barangay Kaong, Silang, Cavite, Philippines

## SUMMARY

Dedicated and results-oriented professional with a proven track record. I am committed to delivering high-quality results. Collaborative team player with strong communication and problem-solving skills. Quick learner and interested in new systems and technologies that help contain high levels of customer satisfaction.

## EDUCATION

College **Bachelor of Technical Teacher Education**  
**Major in Computer Engineering Technology**  
Technological University of the Philippine Cavite Campus  
CQT Avenue, Salawag, Dasmariñas City, Cavite, Philippines  
June 2004 – October 2014  
tupcavite.edu.ph

## CERTIFICATION

Alberta Child Care Staff Certification **LEVEL 1**  
EARLY CHILDHOOD EDUCATOR

## EXPERIENCE

### Teacher

San Gabriel II Elementary School  
August 22, 2016 – Present  
Congressional Road Brgy. Poblacion 1,  
Gen. Mariano Alvarez, Cavite,  
Philippines

- Facilitated Alternative Learning System (ALS) classes for learners (6 to 50 years old) with varying educational backgrounds and needs.
- Developed and implemented customized lesson plans to cater to diverse learning styles and levels of proficiency.
- Conducted assessments to identify individual learning gaps and designed targeted interventions to address specific educational needs.
- Provided one-on-one and group tutoring to support students in overcoming educational challenges and achieving learning objectives.
- Organized and participated in community outreach programs to promote education and literacy in underserved areas.

### Warehouse Operator

ROHM Electronic Phils Inc  
May 8, 2008 – July 15, 2013  
PTC Barangay Maduya, Carmona,  
Cavite, Philippines

- Coordinated daily warehouse activities, including receiving, storing, picking, and shipping of electronic components and products.
- Inspected incoming shipments for accuracy, completeness, and quality, and documented any discrepancies.
- Implemented safety protocols and guidelines, ensuring a secure working environment for all warehouse staff.
- Collaborated with other departments, such as logistics and procurement, to optimize supply chain processes and meet customer demands.
- Prepared and packaged products for shipment, ensuring compliance with international shipping regulations and customer requirements.

### Service Crew

Mc Donalds Philippines  
SM Dasmariñas  
April 2007 to November 2007  
Barangay Sampaloc, Dasmariñas, Cavite,  
Philippines

- Provided excellent customer service by taking orders, processing payments, and ensuring order accuracy in a fast-paced environment.
- Prepared and served food items according to McDonald's standards and procedures.
- Maintained cleanliness and hygiene in the dining area, including tables, counters, and self-service kiosks.
- Followed food safety protocols, adhering to sanitation guidelines and regulations.
- Handled customer inquiries, concerns, and complaints professionally and escalated issues to management when necessary.