

# CHARMAROSE D. OLIDAN

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📍 Cavite Philippines

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## 📄 CAREER SUMMARY

Dedicated licensed teacher with proven 13 solid years of experience in the field of education. Seeking an opportunity to utilize my skills and passion in teaching. To obtain a challenging position as an English Teacher in a reputable institution so that will give importance in balancing teachers' personal life and professional development. Acquire a responsible employment opportunity that will allow me to make the most of my education and experience while significantly contributing to the success of the school.



## EDUCATION and TRAININGS

### 120-Hour TEFL Certificate

**Certificate in Advance Training and Workshops on Teaching as a Second Language, Certificate in Advance Training in Call Center Jobs,** Clairvoyance Academy 07/2008 | Baguio City, Philippines

**Master of Arts in Education- Early Childhood Education - earned 24 units,** Western Colleges Inc. 2021 – 2022 | Cavite, Philippines

## 🔧 WORK EXPERIENCE

### Private Online English Tutor/ Teacher

*CandyTalk ESL Company - Korea-based ESL Company*

04/2023 – present | Philippines

- Teaching English as a Second Language to Vietnamese, Korean, and Chinese students of all ages, in virtual setting.
- Applying teaching strategies to make learners feel comfortable.
- Fostering awareness and appreciation of cultural diversity.
- Applying teaching strategies to make learners feel comfortable.
- Assessing student's language proficiency and providing individual constructive feedback every end of the month.

### Advisor I, Call Center Representative

*Concentrix Company*

11/2022 – 03/2023 | Pasay City, Philippines

- Responded to inbound calls from health care plan members, addressing their inquiries, concerns, and requests. Provided accurate information regarding coverage, benefits, claims, and any other health-related queries.
- Accurately documented member interactions, including inquiries, resolutions, and any additional information relevant to the health care account.
- Verified the accuracy and completeness of customer orders, ensuring that all necessary information is provided.
- Entered customer orders into a specialized database/CRM accurately and efficiently.
- Provided customers with information on shipping timelines, tracking details, and any special instructions related to the receipt of their orders.
- Handled any issues or discrepancies related to customer orders promptly and professionally.

### Personal Assistant and Household Worker

*Mr. Ahmed Nasir*

03/2022 — 09/2022 | Hulhumale, Maldives

- Organized and managed the employer's schedule, including appointments, meetings, and social engagements. Reminded and updated the employer about upcoming events, ensuring that they are well-prepared and on time.
- Managed domestic works to maintain a comfortable and well-functioning living space-washing clothes, cleaning the 4-room apartment, preparing meals, shopping grocery, running errands
- Ensured that the employer attends necessary health check-ups and follow-ups. Kept track of medications and assist with any health-related tasks as needed.
- Accompanied the employer on trips when required, provided support during travel, ensuring the employer's comfort and well-being during the journey.

**Bachelor of Secondary Education - Cum Laude,**  
*Philippine Normal University 2000*  
– 2004 | Manila, Philippines

**Certificate in Office Productivity Application,**  
*System Technology Institute 12/2000*  
| Manila, Philippines

## SKILLS

- Lesson preparation and planning  
Organizational skills
- Ability to work autonomously  
Ability to handle conflict
- Interpersonal Skills
- Able to work under pressure
- Team Player & Time Management
- Excellent communication skills and enthusiasm
- Possesses a combination of strong work ethics
- Skillful in Microsoft Office Application (MS Word, MS Excel, MS Power Point), Classin, LMS, CRM
- Organized
- Honest and Reliable
- Creative and Innovative, Resourceful
- Open-minded
- Can-do attitude

## ELIGIBILITIES

### **Civil Service Eligibility**

Philippine Service Commission - Manila Philippines

### **Professional Teacher's License - Average of 80.40**

Professional Regulation Commission - Manila Philippines

### **Domestic Work NC II, Ships' Catering NC III**

Technical education and Skills Development Authority - Manila

## **Public School Teacher**

### **Grade 4 (4 years), Kindergarten (3 years)**

*Department of Education - Malagasang 2 Elementary School 2015 - 2022* | Imus City Cavite, Philippines

- Planned and executed daily lessons, incorporating a variety of teaching strategies to accommodate diverse learning styles among students.
- Delivered effective and engaging classroom instruction based on the prescribed curriculum for the assigned grade level and subject areas.
- Regularly evaluated students' academic progress, kept accurate records of grades and performance. Provided constructive feedback to students and parents, and implement strategies to address academic challenges.
- Established and maintained a positive and conducive learning environment within the classroom.
- Conducted parent-teacher conferences to discuss students' progress, shared insights, and addressed concerns. Collaborated with the community to promote a sense of partnership in the education.
- Fulfilled administrative responsibilities such as maintaining accurate attendance records, submitting required reports, and participating in faculty meetings and seminars. Collaborated with other teachers and school administrators to contribute to school-wide initiatives and policies.

## **Field Surveyor**

*Philippine Statistics Authority*

*07/2014 — 09/2014* | Trece Martires, Cavite, Philippines

- Conducted on-site visits to selected small, medium, and big enterprises to collect accurate and comprehensive data regarding their yearly financial reports, assets, liabilities, and information technology utilization.
- Administered survey questionnaires and interviews to business representatives, ensuring clarity in communication and obtaining reliable information. Followed standardized procedures and protocols set by the PSA to maintain consistency and data integrity.
- Ensured confidentiality of the information provided by businesses, assuring them that the data collected will be used solely for statistical purposes in accordance with privacy regulations.
- Utilized information technology tools and devices to efficiently collect, manage, and transmit survey data.
- Compiled and reported the collected data accurately and within specified timelines.

## **Call Center Representative**

*Collective Solutions International*

*06/2013 – 07/2014* | Imus City Cavite, Philippines

## **Public School Teacher, Grade 4**

*Department of Education - Rosaura Almario Elementary School*

*06/2005 — 10/2010* | Manila, Philippines

## **Private School Teacher, Grades 4, 5, 6**

*Colegio de Sta. Rosa 06/2004- 03/2005/ Intramuros, Manila, Philippines*

Please refer to the duties and responsibilities under "Public School Teacher" above