

FRANCIS S. BALBUENA

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Bataan, Philippines

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PROFILE/HIGHLIGHTS

- Bachelor's Degree in Computer Science
- Associate in Computer Technology
- With 5 years of work experience
- Certified Microsoft Office Specialist (Word)
- Visual Graphic Designer

WORK EXPERIENCE

Promoted as Employment Officer (Labor and Employment Officer I)

Provincial Government of Bataan, Balanga, Bataan, Philippines

July 2023 – Present

❖ The Provincial Government of Bataan, based in Balanga, Philippines, manages local administration, public services, and infrastructure development for the province, contributing to the well-being and progress of its residents.

Duties and Responsibilities:

- Facilitate employment services and job fairs.
- Provide career counseling to job seekers.
- Promote labor market information and assist employers in job posting.
- Ensure compliance with labor laws and regulations.
- Conduct inspections to verify adherence to employment standards.
- Contribute to the formulation of labor policies.
- Address labor-related concerns within the jurisdiction.

Promoted as Computer Operator/Graphic Designer (Administrative Aide IV)

Provincial Government of Bataan, Balanga, Bataan, Philippines

March 2022 – July 2023

Duties and Responsibilities:

- Operate computer systems and related equipment efficiently.
- Perform routine maintenance and troubleshoot hardware and software issues.
- Utilize graphic design software to create visual content and promotional materials.
- Assist in data entry, processing, and managing electronic files.

- Ensure the security and confidentiality of sensitive information.
- Monitor system performance and generate reports as required.
- Collaborate with IT staff for technical support and coordinate with design teams for creative projects.

Administrative Staff (Clerk II)

Provincial Government of Bataan, Balanga, Bataan, Philippines

August 2020 – March 2022

Duties and Responsibilities:

- Provide administrative support by handling office tasks such as filing, data entry, and document processing.
- Assist in organizing and maintaining office records and databases.
- Respond to inquiries, emails, and phone calls, providing information and assistance as needed.
- Coordinate and schedule appointments, meetings, and events.
- Prepare and distribute internal and external communications, including memos and reports.
- Ensure the accuracy and completeness of documents and records.
- Collaborate with team members to streamline administrative processes.

IT Support Staff

Mike-len Supermarket, Abucay, Bataan, Philippines

August 2019 – August 2020

Duties and Responsibilities:

- Provide technical support to end-users within the supermarket for hardware and software issues.
- Troubleshoot and resolve computer-related problems, ensuring minimal downtime.
- Install, configure, and maintain computer systems, networks, and peripheral devices.
- Collaborate with vendors and IT teams to implement and update software applications.
- Monitor and manage IT infrastructure, including servers, routers, and other network devices.
- Assist in the development and implementation of IT policies and procedures.
- Conduct training sessions for supermarket staff on basic IT procedures and usage.

Substitute IT teacher (High School Computer Teacher)

Colegio De San Juan De Letran, Abucay, Bataan, Philippines

June 2019 – August 2020

Duties and Responsibilities:

- Conduct classroom sessions as a substitute IT teacher, following the established curriculum.
- Provide instruction on computer-related topics, software applications, and basic programming concepts.
- Assist students with technical issues, troubleshooting problems with hardware and software.
- Evaluate and grade student assignments, projects, and assessments.
- Foster a positive learning environment and engage students in interactive and educational activities.
- Communicate effectively with both students and regular teaching staff to ensure continuity in the learning process.
- Adhere to school policies and guidelines while maintaining a supportive and inclusive atmosphere.

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

Eastwoods Professional College of Science and Technology, Balanga, Bataan, Philippines
2017-2019

ASSOCIATE OF COMPUTER TECHNOLOGY

Eastwoods Professional College of Science and Technology, Balanga, Bataan, Philippines
2015-2017

CERTIFICATIONS

Visual Graphic Design (National Certification III)

Date of achievement: April 2018

Certificate Number: 18030803005150

Microsoft Office Specialist (Word)

Date of achievement: November 2017

Certiport: 746a-uGob

TRAININGS AND SEMINARS

- **DigitalJobsPH Training- General Virtual Assistance Course**
Department of Information and Communications Technology, Philippines
September 2-28, 2022
- **Hands Only CPR with AED Training**

Provincial Disaster Risk Reduction and Management Council 3, Philippines

- **Basic Microsoft Office Application**

Department of Information and Communications Technology, Philippines

April 19-21, 2022

- **Data Privacy Awareness: DPA 2012**

Department of Information and Communications Technology, Philippines

November 9-10, 2021

CHARACTER REFERENCES

Maria Eva M. Basalo, LPT – Department Chief

Provincial Government of Bataan, Philippines

+63-946-718-8081

Liza E. Concepcion, Rpm – Supervising Employment Officer

Provincial Government of Bataan, Philippines

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Carmelle G. Raymundo, Rpm – Corporate Recruiter

TaskUs, Philippines

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