

Dear Sir / Madam,

Please accept this letter as an expression of my interest for **any available position** that will fit my background and qualifications. I am a detail-oriented Professional. Enclosed is my resumé, which describes my academic background and professional experience to date. As my resumé entails, I have a Degree in Community Development. I have more than 11 years of on-going significant total work experience in Local Government Social Services, Industrial Manufacturing and Manpower Services industries in the Philippines.

I am currently employed as a **Project Development Officer II** since 2015 at the Department of Social Welfare and Development – An Executive Department of the Philippine Government. Prior that, I worked Receptionist, Telephone Operator and Enumerator on the earlier stage of my career in the Philippines. Which enhanced my knowledge and skills on my chosen field of expertise.

Below is a brief outline of my background and qualifications for your review;

- 11 years of on-going significant total work experience in Local Government Social Services, Industrial Manufacturing and Manpower Services industries in the Philippines.
- Proven hands-on experience as a Receptionist, Telephone Operator and Enumerator.
- Demonstrated the ability, knowledge and expertise in Process Implementation, Project management, Social Services, Data Collection, Verification, Analysis and Processing.
- Undergone Canadian Equivalency Assessment Summary: Bachelor's Degree (3 years)
- IELTS (Overall Band Score: 6.0, CEFR Level: B2)
- A Licensed Professional Teacher – Philippine Regulation Commission.
- Bachelor of Science in Community Development graduate.
- Attended post-graduate studies in Caregiving and Healthcare Services, and a Certificate in Teaching Program vocational course graduate.
- Attended extensive trainings and seminars for career development.
- Computer Literate: Knowledgeable in Microsoft Office Programs and other relevant applications.
- Excellent verbal and written communication skills.
- Excellent organizational and time management skills.
- Exceptional ability in following Standard Operating Procedures and established processes.
- Professional and friendly with the ability to resolve issues quickly.
- A quick-learner and capable of handling responsibilities with minimum supervision.
- Highly efficient with a strong passion in the field of Sales Customer Service.
- Strong work ethic and goal oriented.
- Proven experience working in a multi-cultural and fast paced environment.
- Willing to relocate, be trained and work in Canada.

I believe that my background and professional experiences provide a solid foundation for the position that you require. If you need more information, you can contact me by email at ajmantillas24@gmail.com or on mobile at nos. +63 951 747 7727 / +63 945 316 2302.

Thank you for your time and consideration. I am looking forward to discuss how I could put my skills and experience to work and help move your organization forward.

Sincerely,

Angelique J. Mantillas

Espiritu Compound, Pingkian II,
Brgy. Pasong Tamo, Quezon City, Metro Manila, Philippines

ANGELIQUE J. MANTILLAS

Espiritu Compound, Pingkian II
Brgy. Pasong Tamo, Quezon City, Metro Manila, Philippines
+63 951 747 7727 | +63 945 316 2302
ajmantillas24@gmail.com
Philippine Passport Holder

OBJECTIVE: Detail-oriented Professional with a Bachelor's Degree in Community Development and 11 years of on-going significant total work experience in Local Government Social Services, Industrial Manufacturing and Manpower Services industries in the Philippines. Seeking for **any job opportunity** that will fit my background and qualifications.

SKILLS SUMMARY:

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|---|---|
| <u>Process Implementation</u> | <u>High sense of loyalty and integrity</u> |
| <u>Case Management</u> | <u>Ability to Multitask</u> |
| <u>Data Verification & Analysis</u> | <u>Critical and Methodical Thinking Skills</u> |
| <u>People Management</u> | <u>Ability to work and remain calm under pressure</u> |
| <u>Caregiving Skills</u> | <u>Communication Skills: Oral and Written</u> |
| <u>Strong Attention to Detail</u> | <u>Interpersonal Skills</u> |
| <u>Planning & Organizing</u> | <u>Quick-learning ability</u> |
| <u>Time Management</u> | <u>Leadership and Coordination Skills</u> |
| <u>Teaching / Mentoring Skills</u> | <u>Assessment & Problem Solving</u> |

Computer Literate: Knowledgeable in Microsoft Office Programs other relevant applications.

WORK EXPERIENCE:

Position Held : **Project Development Officer II**
Company : Department of Social Welfare and Development
(Executive department of the Philippine Government)
Industry : Local Government Social Services
Location : Metro Manila, Philippines
Period : 2015 to Present

- Maintain and monitor City/Municipal caseload such as; Total Registration & Enrollment, Number of households with cash cards, Updated number of schools, health centers, health stations, etc.
- Facilitate conduct of community development activities in coordination with the Municipal Social Welfare Development Office and other key stakeholders.
- Facilitate, review and monitor submission of complaints and grievances through the LGU Links and Parent Leaders and other member of the community.
- Prepare Case Summary Reports of the households with dysfunctional families and or/system related reports and submit to SWO III for review, inputs and Technical Assistance.
- Conducts interviews, home visits, field visitation, counselling and case management of the beneficiaries of the program (from the Duties of the Social Welfare Officer III).
- Prepare Supply Side Assessment results to Local Government Unit (LGU)and partners.
- Prepare activity proposals and other budgetary requirements at the municipal level in coordination with other MLs in the municipality
- Facilitate conduct of community assembly in collaboration with the Local Government Unit and other agencies.
- Monitor and prepare report on compliance on supply side requirements.
- Facilitate the conduct of Family Development Sessions with the LGU Links and Parent Leaders.
- Organize household beneficiaries into 20-30 per group.
- Facilitate, review and monitor submission of complaints and grievances.

Position Held : **Receptionist**
Company : Container Corporation of the Philippines
Industry : Industrial Manufacturing
Location : Metro Manila, Philippines
Period : 2014 to 2015

- Welcomed visitors and directed them appropriately.
- Notified company personnel of visitor arrival.
- Maintained security and telecommunications system.
- Directed visitors by maintaining employee and department directories.

- Maintained security by following procedures, monitoring logbook, and issuing visitor badges.

Position Held : **Telephone Operator**
 Company : Transman Manpower Services
 Industry : Manpower Services
 Location : Metro Manila, Philippines
 Period : 2013 to 2014

- Handled all telephone calls and overhead paging inquiries for the efficient and timely operation of hospital communications.
- Triage and prioritizes calls as to their urgency, and accurately routes accordingly.
- Immediately responded to all alarms, security calls, and medical emergencies.
- Pages all persons designated to respond to emergencies.
- Logged emergency response information, as appropriate.

Position Held : **Enumerator**
 Company : Department of Social Welfare and Development
 (Executive department of the Philippine Government)
 Industry : Social Services
 Location : Metro Manila, Philippines
 Period : 2012

- Explained the objectives of surveys and their procedures to people who are to be interviewed.
- Interpreted interview questions to assist people in understanding them and providing eloquent answers.
- Assisted people in filling out survey forms and explain items on survey forms.
- Double-check information on survey forms or information pads to ensure the accuracy of data.
- Identified and reported issues that may arise while attempting to obtain valid data.
- Compiled, recorded, and encoded information derived from specified forms into a predefined database.

TRAININGS / SEMINARS / CONFERENCE ATTENDED:

- United Nations Children’s Fund Philippines (UNICEF)
- ECPAT Philippines
- Department of Health Commission on Population
- Department of Social Welfare and Development

(Complete list of trainings, seminars and conference topics available on request.)

PROFESSIONAL ELIGIBILITY:

Canadian Equivalency Summary : Bachelor’s Degree (3 years)
 World Education Services (WES) Ref No. 5982668IMM
 Educational Credential Assessment for Immigration
 Refugees and Citizenship Canada
 Credential : Bachelor of Science
 Major : Community Development
 Awarded by : Mindanao State University, Marawi (2012)

International English Language Testing System
 (IELTS)
 Candidate Number : 504667
 Center Number : PH001
 Overall Band Score : 6.0
 CEFR Level : B2
 August 2023

Professional Teacher

Professional Regulation Commission (PRC)
 Republic of the Philippines
 Registration Date: February 17, 2023
 Valid until: February 24, 2026

EDUCATION:

Graduate Studies:

Certificate in Teaching Program
 ICCT Colleges
 Cainta, Rizal, Philippines
 2019

Vocational:

Course in Caregiving
 and Healthcare Services
 Asia Pacific Caregiver and Healthcare
 Training Center, Inc.
 Quezon City, Metro Manila
 Philippines
 2017

Tertiary:

Bachelor of Science
 in Community Development
 Mindanao State University
 Marawi City, Lanao del Sur
 Philippines
 Year Graduated : 2012