

TERESA MARIE P. DUMANDAN

Lot. 3, Hilsha Subdivision, Durian Village,
Calinan, Davao City
February 21, 1998 (23 y.o.)
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ysadumandan578@gmail.com



PERSONAL INFORMATION:

Name: Teresa Marie P. Dumandan
Home Address: Lot 3, Hilsha Subdivision, Durian Village, Calinan, Davao City
City Address: Lot. 3, Hilsha Subdivision, Durian Village, Calinan, Davao City
Birthday: February 21, 1998 (23 years old)
Mobile Number: +63915 378 0715
Email: ysadumandan578@gmail.com

OBJECTIVE:

- To acquire the position as a Virtual Assistant who upholds truth, empathy, humility and strong dedication in customer service communications

SUMMARY OF QUALIFICATIONS:

- Capacitated in properly gauging communication skills and knowledge towards writing to effectively address any needs through proper communication methods
- Possesses competence in the subject area (English) and mass communication
- Proficient in the use of information technology
- Can work effectively and efficiently under pressure
- Has co-worker relationship-building skills which help make a better working atmosphere
- Has the ability to work independently

WORK EXPERIENCES:

- 2020-2021
City Government of Davao – Davao City Mayor’s Office
Operations Assistant
Duration: 18 months (1.5 years)

- Provide support on daily operations, appointment scheduling and customer service/client matters
 - Manage and facilitate electronic mail (e-mail) communications
 - Assist walk-in clients
 - Answer telephone queries from clients
 - Draft Davao City Executive Orders
 - Draft video scripts for the City Mayor
 - Draft speeches for the City Mayor
 - Draft souvenir messages for the City Mayor to various government and non-government events
 - Prepare Metropolitan Davao Development Coordinating Committee (MDDCC) quarterly meetings and documents for City Mayor's signature
 - Draft City Mayor's special letters
 - Attend City Mayor's meetings (including Disaster Radio Special Hours with Mayor Sara Z. Duterte) and create a summary of the meetings. Take note of matters for action and delegate to appropriate offices or personnel
 - Attend seminars representing the City Government of Davao/City Mayor's Office
 - Moderate government meetings
 - Host government events (i.e. turn-over ceremonies)
 - Proofreading of Davao City COVID-19 Task Force (DCTF) Resolutions
 - Coordinate matters of mutual interest with concerned Government and Non-Government Offices
 - Monitor customer feedback and escalate complaints to the Team Leader, Administrative Officer, Chief of Staff, or City Mayor
 - Any other Adhoc duties or special tasks assigned by the Team Leader, Administrative Officer, Chief of Staff, or assigned directly by the City Mayor
- 2018-2019
Practicum in Ateneo de Davao University – High School Department
English Teacher
Grade Level: Grade 8
Duration: 6 months
 - 2017-2018
SAMAHAAN Central Board – Ateneo de Davao University
Magna Carta Secretary
 - Pioneered modification of the Magna Carta along with other cluster/department representatives
 - Consolidated concerns from studentry
 - Contributed to responsive policy-making

- 2015-2016
Davao Catholic Herald
Volunteer, Junior Editor-in-Chief
 - Wrote articles, columns and an editorial
 - Translated static articles into responsive ones
 - Interviewed church and community people
 - Spearheaded a team of five (5) OJT writers and one (1) junior cartoonist

EXPERTISE & SKILLS:

- English and Writing
- Public Speaking
- Mass Communication
- Problem Solving

EDUCATIONAL ATTAINMENT

- Ateneo de Davao University
Graduate, Bachelor of Secondary Education Major in English
2018-2019
- Holy Cross College of Calinan
Graduate, Kindergarten, Elementary and High School
2015

ACHIEVEMENTS/AWARDS

- 2018-2019
Ateneo de Davao University
Bachelor of Secondary Education Major in English
Latin Honor Awardee – Cum Laude
- 2018-2019
Association of Southeast and East Asian Catholic Colleges and Universities (ASEACCU)
The 26th ASEACCU Peace Conference in Hiroshima, Japan
Philippine Representative/Mindanaoan Representative/Ateneo de Davao University
Delegate
- 2018-2019
35th Buklod Atenista National Leaders Summit
Mindanaoan Representative/Ateneo de Davao University Delegate

- 2018-2019
United Future Educators of Davao (UFED)
English Extemporaneous Speaking Contest Two-Time Defending Champion
- 2017- 2018
United Future Educators of Davao (UFED)
English Extemporaneous Speaking Contest Champion
- 2017-2018
Ateneo de Davao University
Atenean Blue Knight Sui Generis Leadership Awardee; and
Most Outstanding NSTP Team Leader
- 2014-2015
Holy Cross College of Calinan
Graduated First Honorable Mention
A.Y. Foundation National Discipline Awardee
Dr. Bernie Al-Ag Leadership Awardee

AFFILIATIONS

- 2018-2019
School of Education (SOE) and SAMAHAN Central Board (SCB) – Ateneo de Davao University
SOE Student Executive Council President and SCB Representative
 - Call and preside over all General Assemblies and Executive Council meetings
 - Take responsibility for setting up consultations and meetings with the organization’s Moderator
 - Officially represent the division in those occasions which warrant such representation
 - Follow-up and assist the council members on their responsibilities
- 2018-2019
ARRUPE Office of Social Formation – Ateneo de Davao University
Selected Volunteer Batch 46
 - Volunteer in various social formation programs of the university
 - Sent as a delegate to the ASEACCU 2018 (Association of Southeast Asia Catholic Colleges and Universities)

CHARACTER REFERENCE

- Ms. Nariman A. Romanda
Administrative Officer
City Government of Davao – City Mayor’s Office
0998 588 1979
- Ms. June T. Miguel
Team Leader (Communications)
City Government of Davao – City Mayor’s Office
0932 886 8427
- Dr. Eddelyn Gupeteo
Chair at Teacher Education Department
Ateneo de Davao University – School of Education
eddelyn.gupeteo71@gmail.com
- Dr. Melina Gonzales
Education Management at Holy Cross College of Calinan
Graduate of University of New Castle