

MARICEL MICABANI JALALON

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SUMMARY OF QUALIFICATIONS

Caring professional with proven experience in customer service and hospitality looking to transfer related skills into a Certified Nursing Assistant position. Knowledge of human development theory gained through college coursework, combined with hands-on people skills. Aptitude for conversation and making others feel at ease. Effective at training technically and practically. Strong interpersonal and communication skills and ability to work effectively with a wide range of project employees in a diverse community.

Core Qualifications

- Technical Support of the PC
- Customer Service
- Hospitality
- Interpersonal Skills
- Caring
- Compassionate
- Friendly
- Energetic
- MS office expert

PROFESSIONAL EXPERIENCE

Customer Service Support/Accounts

GLOBAL USED CARS LLC

From 2019-2020

Main duties

- **Receiving calls inbound and outbound**
- **Checking auctions, warehouse and shipment**
- **Checking the accounts**
- **Segregated the all accounts**
- **Paying the accounts**
- **Bookkeeping**
- **Follow up reports and from the pending account.**

Receptionist/ Admin

GLOBAL ENGINEERING and TRADING LTD

ISTANBUL and LONDON (MEP,EPC, MPC and Turkey into a factories,

From 2016-2018

Main duties

- **Receiving visitors at the front desk by greeting.**
- **Welcome Visitors by greeting them in a person or on the phone,**
- **Answering inquiries**
- **Maintains security by following procedures**
- **Monitoring logbook**
- **Receiving and sorting daily mails**
- **Answering screening and forwarding incoming phone calls**
- **Manage and oversee the documents**
- **Copying and scanning and storing documents**

Teacher Assistant/IT Admin
Nursery British Orchard
From 2015-2016
Main duties

- Reinforce lessons presented by teachers by reviewing material with students one-on-one or in small groups
- Enforce school and class rules to help teach students proper behaviour
- Help teachers with recordkeeping, such as tracking attendance and calculating grades
- Help teachers prepare for lessons by getting materials ready or setting up equipment, such as computers
- Help supervise students in class, between classes, during lunch and recess, and on field trips
- teacher aides, instructional aides, paraprofessionals, education assistants and Para educators.
- PC Assembly with troubleshooting, Regarding hardware and software.
- Develop and strengthen working relationships with other IT &T Units, customers and partners.

Trainer
Kalagaram Talent Grooming Dubai UAE
From 2015 until now
Main duties

- PC Assembly with troubleshooting, Regarding hardware and software.
- Develop and strengthen working relationships with other IT &T Units, customers and partners.
- Design, implement, and support corporate network data system.
- Supervise and trained technical staffs, aided staff for the troubleshooting customer issues.
- Desktop Publisher, General Accounting and MS Office.

Private Tutorial

- 1) Teaching kids home works, like assignments and projects
- 2) Research or recommend textbooks, software, equipment, or other learning materials to complement tutoring.
- 3) Prepare and facilitate tutoring workshops, collaborative projects, or academic support sessions for small groups of students.
- 4) Participate in training and development sessions to improve tutoring practices or learn new tutoring techniques.
- 5) Organize tutoring environment to promote productivity and learning.
- 6) Monitor student performance or assist students in academic environments.
- 7) Review class material with students by discussing text, working solutions to problems, or reviewing worksheets or other assignments.

Basic life Support 2021- 2023

Cyber Security CCNA+A 2018

General Accounting 2015

TESDA CERTIFIED ACCREDITED 2015

Microsoft Certified System Engineer, 2010 Cisco

Data Gatherer, and Data Controller 2004

Linux Essential 2018

Personal Desktop Assembly 2015

Association of Sharing Knowledge, Trainer 2015

Certified Network Associations, 2010

Data Encoder, 2009

Objective:

A career growth oriented organization, where I can enhance my experienced & Technical knowledge, thus expand my job scope.

BASIC COMPETENCIES

Participate in workplace communication Work in team environment

Practice career professionalism Practice occupational health and safety Procedures ,2010

COMMON COMPETENCIES

Maintain an effective relationship with clients and customers Manage own performance, 2010

TECHNICAL EXPERTISE

Software: MS Office , MS Word, MS Excel, MS PowerPoint, MS Publisher, and LAN desk, Linux Software

Networking : Cisco Works

Operating systems: MS Windows 8.1, and XP

Protocols: TCP/IP, SIP, MPLS, FTP AND TFTP

Certifications: A+

EDUCATION

Certified Nursing Assistant 2021

Filipino Institute, Dubai Campus

Professional Diploma in Teaching 2019

Alpha Academy

Teacher Assistant Cache level 2019

Alpha Academy

Teacher Assistant Cache Level 3 2019

Alpha Academy

Cisco Academy Cyber Security CCNA 2018

Linux Essential 2018

Technical Education Skills and Development Authority

Information Technology, 2015

Kalagram Grooming Talents Dubai, United Arab Emirates

PC Assembly troubleshooting2015

De La Salle University Extension Philippines

Information Technology PC Hardware and Software 2010

Languages Known

English, Tagalog and Bisaya