

MICA DE LA ROSA ATATADO

OBJECTIVE

To obtain a position where I can apply my skills in administrative support, email management, and scheduling, while contributing to the efficiency and success of the team. With a background in psychology, public service, and clerical work, I aim to grow professionally and support daily operations with reliability and attention to detail.

EDUCATION

Bachelor of Arts in Psychology — **2014 to 2018**
Tertiary Level
De La Salle University - Dasmarinas

Secondary Level — **2011 to 2014**
Immaculate Conception College
Tuy, Batangas

WORK EXPERIENCE

ADMINISTRATIVE AIDE
DILG Tuy, Batangas
Jan. 2024 - Present

- *Provide clerical and administrative support including filing, documentation, and record-keeping in compliance with office standards.*
- *Assist in coordinating meetings, preparing reports, and handling routine communication with internal and external stakeholders.*
- *Support day-to-day operations by managing office supplies, routing correspondence, and maintaining organized work systems.*

CALL CENTER AGENT (NON - VOICE)
JDDM Voice Call Center Services
December 2023 - January 2024

- *Respond to customer inquiries via chat and email, providing accurate information and timely resolutions.*
- *Handle multiple conversations simultaneously while maintaining professionalism, clarity, and empathy.*
- *Document customer interactions and issues in the system, ensuring data accuracy and follow-up when necessary.*

EX OFFICIO MEMBER
Sangguniang Bayan - Tuy, Batangas
June 2018 - December 2023

- *Participated in council sessions, drafted resolutions, and coordinated youth programs.*
- *Managed communication, scheduling, and documentation for youth-related programs—demonstrating strong organizational and admin skills suited for remote support roles.*
- *Handled documentation, project proposals, and budget reports while communicating with various government units.*

On- the - Job Training
Progreen Agricorp
500 Hours

- *Assisted in recruitment processes by screening résumés, scheduling interviews, and preparing applicant documents.*
- *Organized and maintained employee records, ensuring accurate filing and confidentiality of HR data.*
- *Supported onboarding activities and helped coordinate HR-related events and trainings.*

SEMINARS AND TRAININGS ATTENDED

Freelancing Toolkit: Social Media Management, Graphic Design, Wordpress and Marketing, Copywriting & Facebook Ads.

- **November 12, 2023**

Handbook on the Financial Transactions of Sangguniang Kabataan
Lima Park Hotel, Malvar Batangas

- **July 11 - 15, 2022**

Training on the Updates on Barangay Budgeting and Procurement Processes
The Plaza Lodge,32 South Dr. Baguio City

- **June 20 - 22, 2022**

Seminar/Workshop on the 2016 Revised IRR of RA9184
Eurotel Boracay, Station 2, Malay Aklan

- **May 27- 29, 2019**

Perspectives and Practices for the Children and Youth-at-Risk
Severino de las Alas Hall Alumni Auditorium, DLSU - Dasmarinas

- **March 2017**

Paghulagpos at Pag-Imbulog: SP Bilang Malaya at Mapagpalayang Sikolohiya
Colegio de San Juan de Letran – Intramurous

- **November 2016**

Living Productivity: Achieving Balance Holistically
Ugnayang La Salle, DLSU - Dasmarinas

- **September 2014**

SKILLS

- Administrative Support
- Calendar & Email Management
- Data Entry & File Organization
- Communication & Interpersonal Skills
- Time Management & Multitasking
- Government & Public Service Experience
- Task, Project Coordination & Event Management
- Research & Documentation

TOOLS





I hereby certify that the above information are true and correct to the best of my knowledge and belief.

MICA DE LA ROSA ATATADO