

FLORILIN JOY GARION

SUMMARY

Takes on challenging new role harnessing interpersonal skills, collaboration and problem-solving. Driven to deliver high-quality service and consistent results. Loyal employee with solid understanding of training and mentoring employees. Dedicated team player, proactive and hands-on in task completion. Energetic employee well-versed in strong communication and organization skills. Seeks solutions to problems and applies extensive analytical knowledge to findings. Adept at multi-tasking, leading group discussions and managing projects..



CONTACT

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EDUCATION

ST. ANTHONY'S COLLEGE BACHELOR IN SECONDARY EDUCATION (MATHEMATICS)

2016-2019

Outstanding Academic Performance

ST. ANTHONY'S COLLEGE BACHELOR OF SCIENCE IN ACCOUNTANCY

2014-2016 (128 units)

- Fundamentals of Accounting
- Financial Accounting
- Advanced Financial Accounting

LICENSES AND CERTIFICATES

Professional Teacher (Secondary)

- Passed the Licensure Examination for Teachers last September 2019.
- Registration Number: 1808793

Contact Service (NC II)

- TESDA Special Order Number (NON-SO issued 01-22-2021 with Certificate Number ATQ-B1011-2019-NC II)
- Accredited certificate, special case, With Training Regulation (WTR), Institutional Assessment, No Assessment Package, and was reported and acknowledged and verified by TESDA Antique.

WORK EXPERIENCE

PROVINCIAL FOCAL PERSON | Philippine Statistics Authority May 02, 2023 – October 31, 2024

- Oversees and manages the operations of registration centers within the province and provides recommendations to continuously improve the efficiency of operations;
- Leads and oversees the overall management of feedback and grievances in the province and the establishment of the Provincial Grievance Committee in coordination with the Feedback and Grievance Division (FGD);
- Resolves non-contentious, general feedback and grievances from registrants and the public in cooperation with frontlines/registration staff;
- Ensures the proper escalation, timely resolution, and monitoring of process and project grievances (category 2 and 3) received in channels available in registration centers covered;
- Coordinates closely with local project partners (e.g., deliver and co-location partners) to discuss and resolve non-contentious, process compliance, and project compliance grievances (category 1, 2, and 3);
- Generates daily and weekly monitoring reports of feedback and grievances of operations within the province and submits to the FGD;

REGISTRATION CENTER SUPERVISOR | Philippine Statistics Authority

July 11, 2022 – April 30, 2023

- Assists the PSA Field Office in the conduct of trainings for Registration Kit Operators, Screeners, and Alternates;
- Complies with directives of the Provincial Focal Person and submits required administrative and monitoring reports on Step 2 Registration and issuance of the printed ePhIID;
- Supervises the performance of the PhilSys registration team and oversees the daily operations at the registration center;
- Provides quality customer service to all the applicants

REFERENCES

EDGAR FLORENZ ESTOYA Certified Public Accountant

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JANINE SARMIENTO

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