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Al Attar Tower, Sheikh Zayed  
Road, Dubai, UAE

## EDUCATION

### Master in Business Administration

Pamantasan ng Lungsod ng  
Maynila, Philippines  
September 2021-May 2023

### Bachelor of Science in Business Management major in Marketing Management

Cagayan State University,  
Philippines  
June 2013-May 2017

## CERTIFICATE AND TRAINING

Career Service Exam-  
Professional Level  
Bookkeeping with Xero and  
Quickbooks Online Training

# JOHN J. PANAGA

Master in Business Administration

## PROFESSIONAL SUMMARY

Dedicated professional with expertise in both government tax assessment and collection, real estate development sales and marketing coordination, and bank services. Skilled in building strong relationships with clients, stakeholders, and government organizations to ensure seamless operations. Proven ability to analyze market trends, develop sales strategies, and drive business growth.

## WORK BACKGROUND

### Revenue Officer I – Bureau of Internal Revenue, Philippines (Government, Taxes)

September 2020-January 2024

- Furnished taxpayer assistance and information to the general public.
- Collected delinquent accounts and secured all delinquent returns.
- Achieved performance goals on consistent basis through strong knowledge of government best practices.
- Monitored and verified accounts for compliance with established payment plans and flagged those in violation.
- Addressed and resolved customer disputes to support favourable collection percentages.

### Sales Coordinator – Anchor Land Holdings Inc., Philippines (Private, Real Estate Developer)

May 2018-September 2020

- Coordinated sales activities with effective communication between sales teams and clients.
- Compiled and analysed sales data, providing valuable insights for strategic decision-making.
- Consolidated sales to maintain updated sales record.
- Optimised sales generation by analysing sales metrics and adjusting strategy planning.
- Handled queries in phone, email, and walk-in.
- Completed administrative duties promptly and to meet company standards.

### Merchant Specialist – Merchant Outsource Network Enterprise, Philippines (Private, Bank)

December 2017-March 2018

- Installed Bank Point of Sales terminals to qualified business owners and companies.
- Thoroughly business analysis for the prospect merchants.
- Resolved technical issues in Point of Sales terminals.

## **Government Internship Program – Department of Labor and Employment, Philippines**

*(Government, Labor Department)*

June 2017-November 2017

- Communicated ideas and information effectively and concisely, both verbally and in writing.
  - Made positive contributions to team and workplace, consistently exceeding expectations.
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### **SKILLS**

- Tax laws familiarity
- Risk and asset management solutions
- Researching abilities
- Dispute management
- Microsoft proficiency
- Collection and assessment
- Account reconciliation
- Customer relationship management
- Time management
- Data Privacy Act