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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

Communicative Revenue Officer capable of examining and interpreting business data and practices to determine appropriate resolutions that beneficial both government and taxpayers. Familiarity of tax laws, regulations, procedures and precedents, knowledgeable with respect to assessing and collection. Exemplary in adapting to any work setting.

## WORK BACKGROUND

### Revenue Officer I – Bureau of Internal Revenue, Philippines

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

May 2018-September 2020

- Completed administrative duties promptly and to meet company standards.
- 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.

### Merchant Specialist – Merchant Outsource Network Enterprise, Philippines

December 2017-March 2018

- Installed Point of Sales terminals to qualified business owners and companies.
- Created sales summary weekly and monthly.
- Resolved technical issues in Point of Sales terminals.

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

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.

## **Intern – Professional Regulation Commission, Philippines**

January 2017-April 2017

- Conducted research and analysis to support team with licensure examination preparation.
- Used critical-analysis skills to resolve challenges and prioritise workload.

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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

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## **ACHIEVEMENT**

- Documented and resolved tax deficiencies, contributing to bureau's collection tax goals.