



# FRANCIS

[VIDEO INTERVIEW](#)

## WORK EXPERIENCE

### COLLEGE INSTRUCTOR/RESEARCH ADVISER/PROGRAM COORDINATOR

Santo Tomas College of Agriculture, Sciences and Technology | 2022 – Present (4 Years)

- Teaches Bachelor of Public Administration courses, serves as research adviser and thesis panelist, coordinates academic programs and faculty support, authors institutional research and policy papers, advises a 1,000+ member First-Aider Club, and facilitates seminars on disaster management, health education, and first aid.

### ESL TEACHER (CHINESE STUDENTS)

Eagle English | 2024 – Present (2 Years)

- Conducts one-on-one and group English lessons by developing customized lesson plans, integrating grammar and conversational practice, assessing student progress, and delivering structured feedback to improve language proficiency.

### ADMINISTRATIVE OFFICER

Salomon Mangilet Hospital | 2017 – 2022 (5 Years)

- Provided administrative and operational healthcare support by collaborating with local health units, assisting in community-based care services, applying infection control knowledge, monitoring vital signs, and supporting preventive health initiatives.

### ADMIN SUPPORT/NON-VOICE VIRTUAL ASSISTANT (AMAZON SELLERS)

Uber/Amazon | 2014 – 2015 (1 Year)

- Delivered remote administrative and operational support by managing Amazon Seller Central listings, optimizing product pages, monitoring inventory, handling customer inquiries and returns, conducting market research, and preparing daily performance reports.

## SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Financial Account Support
- Bookkeeping
- Payroll Processing Support
- Payroll Tax Issue Handling
- Data Entry
- Administrative Tasks
- Email Management
- Time Management
- Attention to Detail
- Problem Solving
- Interpersonal Skills
- Computer Literacy

## TECHNOLOGY

- QuickBooks Online
- Salesforce
- Canva
- Airtable
- Asana
- Google Sheets
- Google Docs
- Google Calendar

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