

GIZELLE STANECK CARGADO

**CERTIFIED HUMAN RESOURCE ASSOCIATE (CHRA)
REGISTERED PSYCHOMETRICIAN (RPm)**

PROFILE

Licensed Psychometrician and BS Psychology graduate (Cum Laude) with 2.5+ years of experience in quality assurance, administrative support, and client services. Demonstrated excellence in ISO compliance, documentation accuracy, and client satisfaction. Strong analytical and communication skills with proven ability to manage multiple priorities effectively. Eager to contribute expertise while developing new skills through professional training and development opportunities.

WORK EXPERIENCE

GUIDANCE FACILITATOR 2023 - 2025
Batangas State University, The National Engineering University - ARASOF Nasugbu

- Prepared official documentation and reports, maintained confidential student records, analyzed assessment data, and managed multiple priorities in a fast-paced environment.
- Supported the Testing and Admission Office by evaluating incoming college freshmen, Grade Seven (7), and kindergarten applicants, and administering job placement exams during high-volume periods.
- Handled administrative tasks such as scheduling, case consultation note takings, report preparation, data entry, answering phone calls and emails, replying to inquiries and concerns, and managing the office Facebook page with promotional materials.

DEALERS' SUPPORT GROUP - AGENT 2022- 2023
iQor Dasmaringas, Cavite

- Assisted dealers and customers with billing inquiries, troubleshooting account issues, and addressing concerns through phone, email, and chat support.
- Researched, resolved, and documented client cases using CRM platforms and ticketing systems.
- Provided accurate product and service information to educate customers and improve overall client experience.

GUEST EXPERIENCE LEADER (Part-Timer) March - July 2022
558 McDonald's Nasugbu - Golden Arches Development Corporation | J.P. Laurel st., Nasugbu, Batangas

- Acted as a brand ambassador by assisting in local marketing activities, engaging with customers, and promoting products to enhance brand presence.
- Handled guest concerns and inquiries, coordinated with the team for resolutions, and provided feedback to improve customer service and operations.

ON-THE-JOB TRAINING

INTERN August - September 2021
Psyche Solution Psychological Services - Main Office | Dasmaringas City, Cavite

- Experienced to intake interviews with clients (using Zoom or Google Meet).
- Examined and virtually presented a case conference with co-interns from different universities in the Philippines.
- Created Educational/Marketing materials (using Canva, Powerpoint, & Video editor).
- Duties include note-taking, scheduling, event organizing, documentation, and updating facilitators and interns.

STUDENT TRAINEE - Work Immersion Nov. - Dec. 2018
Nasugbu West Central School | Concepcion st., Nasugbu, Batangas

- Chosen as the group's team leader duties inclined are handling a group of student trainees, timekeeping, interviewing, and documentation.
- Assisted instructors with basic administrative works.



CONTACT ME

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- 🌐 [linkedin.com/in/gizelle-cargado-250311147](https://www.linkedin.com/in/gizelle-cargado-250311147)

HARD SKILLS

Clerical skills

Microsoft Excel, Google Sheets, Typing, Basic Math

Computer literate

Google Drive, Email, Social Media, Microsoft Office: Word, Power Point; Adobe; and Canva.

General Research Skills

Conducting literature reviews data analysis, interpreting, and basic statistical analysis.

Bilingual

EFSET - C1 Advanced English fluency level and Tagalog Native language speaker

SOFT SKILLS

- Good written and verbal communication skills.
- Good organizational skills and attention to detail.
- Ability to manage sensitive and confidential situations with tact and diplomacy.
- Able to work as part of a team and passionate to learn new things.
- Has patience, is empathic, and active-listening

EDUCATION

BS Psychology

Batangas State University, The National Engineering University – ARASOF
2018 - 2022

Humanities and Social Sciences

Nicolites Montessori School
2016 - 2018

Junior High School Graduate

Ramon Belen Cordero Academy
2012- 2016

CERTIFICATION/LICENSE

Licensed Psychometrician (RPm)

Professional Regulation Commission
(Board Examination for Psychologists and Psychometricians) |
August 19, 2024

Civil Service Eligibility (Honor Graduate Eligibility - PD No. 907)

Civil Service Commission |
October 26, 2023

Certified Human Resource Associate (CHRA)

Human Resource Educator's Associate of the Philippines, Inc. |
August 26, 2022

CHARACTER REFERENCE

Adrian P. Magahis, RPsy

Psychologist, BatStateU ARASOF

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INTERNSHIP WEBINARS/SEMINARS

Time and Stress Management Webinar

People Dynamics- (via Online) | April 19, 2024

LIFE-CHANGING INSIGHTS, VALUABLE EXPERIENCES (LIVE): The Transformative Impact of Guidance and Counseling on Student's Lives

Batangas State University – Pablo Borbon Campus | March 05, 2024

Building a Safe, Respectful, and Inclusive Workplace

Golden Arches Development Corporation- (via Online) | April 11, 2022

Organizational Handling: Recognizing Skills of an Effective Leader and Explaining Importance of Mediator and Arbitrator

Batangas State University – ARASOF Nasugbu | November 26, 2021

Foundation of an HR Practitioner: Recruiting, Hiring, and Onboarding Employees' Skill

Batangas State University – ARASOF Nasugbu | November 12, 2021

Motivation and Retention in the Workplace: The Compensations, Benefits, Salaries, and Other Opportunities of Employees

Batangas State University – ARASOF Nasugbu | November 19, 2021

Orienting Future Generation on Clinical Fields: Inspiring to Lead

Batangas State University – ARASOF Nasugbu | October 19, 2021

Peer Counselor Training

Batangas State University – ARASOF Nasugbu | October 19, 2019

TATSULOK SP Primer 2018: "Ito Ako! Sikolohiya Ko'To"

Polytechnic University of the Philippines | October 26, 2018

ACHIEVEMENTS

- **ISO Documentation Assigned Staff** - Managed ISO compliance files for the Office of Guidance and Counseling at Batangas State University; received commendations from auditors for accuracy and organization (2023-2025).
- Consistently achieved **"Very Satisfactory"** performance ratings across all evaluations during 2.5+ year tenure, demonstrating sustained excellence in quality of work (BatStateU 2023 - 2025)
- **Self-reviewed and passed the Board Licensure Examination for Psychologists and Psychometricians (BLEPP)** while working full-time, demonstrating exceptional time management and dedication (August 2024).
- Has been conferred a **Civil Service Eligibility for Honor Graduate** pursuant to Presidential Decree No. 907 (October 2023).
- Awarded as the **"Agent of the Month" for April 2023's Highest CSAT Contributor** at iQor Dasmarias (May 2023).
- Honored with **Medal of Academic Excellence from Gov. Hermilando I. Mandanas** (November 2022).
- **Certified Human Resource Associate (CHRA)** - Human Resource Educator's Associate of the Philippines, Inc. (August 2022).
- **Graduated Cum Laude** - Bachelor of Science in Psychology, Batangas State University ARASOF (2022).
- **National Seminar Delegate** - TATSULOK SP Primer 2018, Polytechnic University of the Philippines (October 2018).