

Maria Ivy M. Guese

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Profile

Dynamic and results-driven professional with over 10 years of experience in education and customer service, specializing in computer programming and instructional design. Proven ability to manage multiple priorities while fostering a collaborative team environment. Adept at utilizing diverse programming languages including C++, Python, and JavaScript, complemented by strong organizational and problem-solving skills. Passionate about leveraging technology to enhance learning experiences and improve student outcomes. Seeking a full-time role that challenges skills and fosters professional growth in innovative, technology-driven projects. Committed to contributing expertise with minimal supervision, driving exceptional results through a proactive approach, and ensuring efficient achievement of organizational goals.

Professional Experience

Program Head at Don Honorio Ventura State University

November 2019 - January 2024

- Assisted the Dean in strategic planning and implementation of college initiatives aligned with the University's mission and objectives
- Coordinated faculty workload distribution, ensuring equitable subject allocation each semester
- Developed and managed semester schedules for rooms, classes, and instructors, optimizing resource utilization
- Conducted regular faculty evaluations and classroom observations to maintain high standards of instruction
- Fostered a positive learning environment by promoting orderly behavior and discipline among students and faculty
- Facilitated interdepartmental collaboration, coordinating with various university offices to complete assigned tasks
- Supported faculty in research initiatives and community service projects, aligning with university goals

College Instructor at *Don Honorio Ventura State University*

June 2010 - January 2024

- Enhanced student comprehension through diverse teaching methods, including lectures, discussions, and group activities
- Collaborated on curriculum development, incorporating best practices for effective instruction
- Mentored new faculty members, promoting professional growth within the teaching community
- Designed course materials aligned with learning objectives while meeting diverse student needs

Customer Consultant at *Convergys / Concentrix*

October 2006 - April 2010

- Enhanced customer satisfaction by efficiently resolving technical issues and providing exceptional support
- Streamlined client onboarding process with effective communication and timely follow-ups
- Consistently met or exceeded performance metrics, demonstrating strong commitment to customer success
- Provided empathetic support during challenging situations, increasing customer trust and loyalty

Administrative Clerk at *PGA Sompo Japan Insurance, Inc.*

August 2006 - October 2006

- Enhanced office organization through regular maintenance of files, records, and supplies inventory
- Provided support for meetings by scheduling appointments and preparing materials
- Assisted in financial tasks, including checking Daily Time Records and preparing payroll
- Facilitated interdepartmental communication and managed incoming calls professionally

Educational Background

Software Engineering Technician (Fast-Track)

Centennial College, August 2025

Post-Graduate Certificate in Project Management

Centennial College, August 2024

Master in Information Technology

Holy Angel University, November 2018

Bachelor of Science in Computer Science

University of the Assumption, April 2006

Skills

- Proficient in C++, Python, HTML, CSS, JavaScript, PHP, and SQL.
- Skilled in Microsoft Word, Excel, PowerPoint, Publisher, Project, and Google Workspace.
- Strong verbal and written communication skills, with a focus on conflict resolution and staff development.
- Experienced in delivering and teaching modules, curriculum development, online class discussions, and student performance evaluation.
- Competent in creating engaging course materials.
- Possessed a strong aptitude for self-directed learning, allowing me to quickly master new software applications and tools on my own.