



ZERAH LEI TAPON SANTIAGO

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09685405240

Purok Saranay Cabiraoan, Gonzaga 3513, Cagayan,
Philippines

Basic Information

Age
26

Birth Date
Dec 10, 1998

Gender
Female

Nationality
Filipino

Religion
Church of Christ

Work Experience

Oct 2023 – Oct 2024

ADMINISTRATIVE OFFICER

Shaw Global Technologies Corporation
Pasay City, Metro Manila

- Process company ID applications, including:
 - Checking and collecting employment requirements
 - Entering employee information into the database
 - Monitoring the return and release of company IDs for each office
 - Processing payments for lost and reissued IDs
 - Filing daily transactions for future reference
- Prepare reports, including:
 - Daily transaction reports
 - Monthly manpower reports

- Reports required by the Department of Labor and Employment (DOLE)
- Handling attorney notarization of the monthly manpower report
- Manage employee documentation, including:
 - Organizing individual work permits
 - Monitoring work permit applications using Excel
 - Finalizing and submitting the list of monthly resignations to PAGCOR
 - Organizing and maintaining an updated list of employee documents by office
- Handle OGEL ID processing, including:
 - Paying the OGEL ID fee to PAGCOR
 - Collecting and returning OGEL IDs to PAGCOR
 - Creating a monitoring system for OGEL IDs using Excel
 - Requesting approval for OGEL ID applications

Sep 2023 - Oct 2023

I.T OFFICER

Shaw Global Technologies Corporation
Pasay City, Metro Manila

- Maintain and repair server rooms on each floor, including:
 - Installing switches, routers, and patch panels
- Assist contractors with laying network cables in each office
- Replace and test RJ45 crystal heads on network cables to ensure functionality
- Track and resolve network line issues requiring attention

Apr 2022 - Aug 2023

FINANCE OFFICER

Santiago Palay Buying Station
Gonzaga, Cagayan

- Process transactions by:
 - Calculating the total kilograms of palay (unhusked rice)
 - Determining payments based on the cost per kilo and rice classification
- Manage employee payroll, including:
 - Calculating salaries
 - Determining daily budgets for meals and snacks

Feb 2021 - Apr 2022

I.T PERSONNEL

Rodamel Drugstore Incorporated
Cauayan City, Isabela

- Responsible for updating and maintaining the system for:
 - Daily transactions
 - Item inventory and inventory reports
 - Price checking and updating
 - Inputting newly delivered goods into the system
 - Filing official receipts for deliveries
- Maintain and troubleshoot computers and printers
- Monitor the movement of products in and out of the store using Excel
- Reconcile cashier discrepancies by analyzing daily transactions
- Assist customers in the pharmacy or grocery area after completing my tasks

Oct 2019 - Apr 2020

BRANCH STAFF

MLhuillier Financial Services
Makati City, Metro Manila

- Handle daily financial transactions, including:
 - Cash in and cash out
 - Kwarto Padala (money remittance)
 - Loans processing
 - Selling insurance policies
 - Cargo services
 - Bill payments
 - Pawnshop transactions
 - International money transfers
 - Currency exchange (money changer)
- Prepare and file daily ending reports
- Maintain accurate records of all transaction
- Assist customers with their transactions, ensuring smooth and efficient service

Apr 2019 - May 2019

ON-THE-JOB TRAINING

Landbank Philippines
Tuguegarao City, Cagayan

- Responsible for organizing documents, particularly bank transactions.
- Assist customers with their transactions and address any queries

Jan 2019 - Apr 2019

ON-THE-JOB TRAINING

People's Television Network
Diliman, Quezon City

- Gained experience across various departments, as the training program focused on exposure rather than primary responsibilities

- Managed audio and lighting in the live studio
- Assisted hosts and reporters with microphones and lapels
- Ensured proper labeling of equipment and correct positioning of lights
- Monitored office equipment and generated daily reports on equipment used for news coverage

Educational Attainment

Jun 2015 - Jun 2019	INTERNATIONAL SCHOOL OF ASIA AND THE PACIFIC Alimanao Hills, Peñablanca, Cagayan Bachelor's / College Degree Bachelor of Science in Information Technology Graduate
Jun 2012 - Mar 2015	BAUA NATIONAL HIGHSCHOOL Baua, Gonzaga, Cagayan High School Diploma
Jun 2005 - Mar 2011	CABIRAOAN ELEMENTARY SCHOOL Cabiraoan, Gonzaga, Cagayan Elementary Diploma

Licenses / Certifications

Dec 03, 2022	PHILIPPINE NATIONAL POLICE ENTRANCE (PNPE) 2023-05-584
Sep 29, 2022	CAREER SERVICE PROFESSIONAL 136262
Jul 16, 2018	COMPUTER SYSTEM SERVICING NCII TCK-18-078

Trainings / Seminars

Sep 30, 2024 - Oct 07, 2024	INTRODUCTION OF CYBERSECURITY Cisco Network Academy Online Course
Aug 03, 2024 - Aug 04, 2024	DATA ENTRY FUNDAMENTALS AND REPORTING TECHNIQUES Xcel Hub Training Services Virtual Training
Jun 20, 2024 - Jun 20, 2024	INTEGRATING CREATIVITY IN TECHNOLOGY (ICT): 21ST CENTURY TOOLS FOR TODAY'S CREATIVE ENDEAVORS Department of Information and Communications Technology Region V - Camarines Sur Webinar
May 10, 2018 - Jun 28, 2018	COMPUTER SYSTEM SERVICING NCII Aparri Polytechnic Institute Aparri, Cagayan

Skills	DATA ENTRY COMPUTER LITERATE COMPUTER NETWORKING TROUBLESHOOTING
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Languages	Tagalog English
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Character References

Randy Bondoc	ADMINISTRATIVE MANAGER <i>Shaw Global Technology Corporation</i> 09459879231
Catherine Tuazon	ADMINISTRATIVE OFFICER <i>Shaw Global Technology Corporation</i> 09477990541