

JOHN MARK CASTRO

Calapan City | 0997 124 9134 | johnmarkmcastro@gmail.com

(Monday 10pm - 7am)

PROFILE SUMMARY

University graduate with a degree in Psychology. Seeking to advance career in Human Resources. With an extensive internship experience handling and assisting clients. Seeking to acquire knowledge to leverage my existing skills and competencies with a desire to have a challenging career in a progressive organization that provides opportunity within their goals and objectives.

SKILLS & COMPETENCIES

Data Management	Communication Skills	Customer Service	Leadership	Microsoft Office
Client Management	Organization Skills	Time Management	Google Suite	

WORK EXPERIENCE

Strategy Technology X-pertise - Human Resource Staff November 2022 - Present
(Construction company partnered with DPWH) Puting Tubig, Calapan City

- Provided assistance in human resource supervisor and assistant while helping with various HR management processes, administration and documentation
- Conducted assessments and entrance interview process, background interview to new applicants
- Performed in creating weekly and monthly payroll and payslip of the employees
- Supervised and managed daily attendance
- payroll, attendance, interview

INTERNSHIP / JOB IMMERSION EXPERIENCE

Administrative Role in various Departments (320-hour Internship)

April - June 2022

Philhealth LHIO Oriental Mindoro

- Proudly delivered the best customer service experience to Philhealth clients.
- Consistently ensured positive client experience through surveys.
- Accurately handled data, both online and on paper, of clients in the following departments: Public Assistance and Complaint Desk, Frontline Service, and Claims and Receiving Departments.

Job Immersion - Elective in Creative Industries II

Nov 2017 - Jan 2018

Ptiedo Provincial Capitol, Calapan City

- Successfully assisted in designing the holiday decoration for the provincial capitol

TRAINING PROGRAM

Online Data Entry - Virtual Assistant

October 17-20, 2022

Maven Business Process Solution Inc.

- Acknowledged the proper etiquette in the working station, such as practicing the data privacy act and keeping the client's and company's confidentiality.
- Encoded data and trained to type 40 wpm with 90-95% accuracy.

EDUCATION

BACHELOR OF ARTS IN PSYCHOLOGY - August

2018 - 2022

Mindoro State University

- **Major Achievements**

"The Psychology of Curiosity - The Why Behind Why" Webinar

December 7, 2021

Organizer & Resource Speaker (~100 audience)

Consistent CHED Scholar since 2018

SENIOR HIGH SCHOOL - GENERAL ACADEMIC STRAND

2012 - 2018

Oriental Mindoro National High School

- **Major Achievements**

Consistent honor student from Grade 11-12

WEBINARS ATTENDED

YUGTO: AWARENESS ON ADOLESCENT MENTAL HEALTH

November 1, 2021

Mindoro State University

Speaker: Ms. Jhonavel Reta

THE PSYCHOLOGY OF SEXUALITY AND GENDER

November 16, 2021

Mindoro State University

Speaker: Ms. Mikka Mae Rollan, Ms. Ariella Matira and Ms. Christeen Morquianos