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| *Quality Assurance**Academic Coordinator**Lab Tech. Instructor**IT Instructor**Multimedia Programming & Design* | **Jocelyn** |  |
| *Email:* *Jocelyn.292700@2freemail.com* |
| https://ebusiness.asq.org/PersonifyEbusiness/OrderPages/Checkout/PersonifyScriptResource.axd?s=Personify.WebControls.Base-*-Personify.WebControls.Base.Images.asqlogo.png&t=image/635935113200082191&v=png**American Society for Quality****Associate Member**Member Since:April 2016**Australian Computer Society****Associate Member**Member Since:June 16, 2014**Association for Computing Machinery****Professional Member**Member Since:April 1, 2013**IELTS Exam****Band Score: 7.0**British Council Centre: OmanDate of Exam: June 27, 2015**Board of Trustee Philippine School Oman****Al Khuwair, Muscat** **Sultanate of Oman**Awarded: BOT MemberPosition: BOT SecretaryMIS Committee Co-ChairmanMembership Term: SY 2013-2015**QUALIFICATIONS****MA in Computer Education** **AMA Computer University**(Remaining Requirement: Thesis;Year: 1998)**BS in Computer Science****AMA Computer University**(Graduate: 1995)**CURRENT TRAININGS****CMQ/OE****(Certified Manager of Quality / Organizational Excellence)****3FOLD Education Centre -** Dubai, UAEStart: May 13,2016End: June 17, 2016**Arabic Language****(Levels 1-3)****Babylon Center**Sharjah, UAEStart: Feb. 20,2016End: Present**Driving Course****(Automatic Transmission)**Sharjah, UAEStart: January 2016Driving Licence: not yet - Ongoing Final Exam**Technical Skills****Software:**MS Windows 10 2007/XP/Vista/7/8, MS DOS, MS Office 2010, MS Access, MS Publisher, MS Visio, MS SharePoint, MS Project, Visual Basic, Dreamweaver, HTML, Adobe Flash, Photoshop, Illustrator, Acrobat Professional, Authorware**Hardware:**PC/Laptop and its Peripherals, Printing & Photocopying Devices, Scanners, Networking Devices**Other Skills*** Proficient in typing with a speed of at least 50-60 words per minute;
* Driving;
* Drawing manually on paper or directly to computer using graphics editing software

**Recent Awards****Exemplary Service Award** for Academic Year 2014-2015 at Al Musanna College of Technology, Sultanate of OmanAwarded on June 2016**Employee of the Month** Educational Technology Center at Al Musanna College of Technology, Sultanate of OmanAwarded on February 2014**Recent Trainings / Workshops Conducted****ETC QA Workshop – Development of Operational Plan 2015-2016**(Speaker)Attended by: ETC StaffNo. of Attendees: 50Sept. 22, 2015**ACT Strategic Plan and ETC QA Workshop – Development of Operational Plan 2014-2015**(Speaker)Attended by: ETC StaffNo. of Attendees: 50November 4, 2014**ETC QA Awareness Program**(Speaker)Attended by: ETC StaffNo. of Attendees: 40April 17, 2014**Personal Information****Age**: 44**Date of Birth**: April 1, 1972**Civil Status**: Married**No. of Child**: 1**Religion**: Roman Catholic**Citizenship**: Filipino**Height**: 5’4”**Weight**: 143 lbs.**UAE Visa**: Husband Visa**Languages spoken**: ***Expert***– English & Tagalog***Beginner*** – Arabic***Note:*** *Currently enrolled in Arabic Language Class – Speaking, Reading and Writing (Levels 1,2, & 3 = 90 hrs. training)*. | **Professional Overview*** A total of nineteen (19) years working experience in the field of IT, Quality Assurance Management, Multimedia Programming/Design and Academe with teaching experience in College/University level.
* Recently worked in the Sultanate of Oman for more than 8 years as Quality Assurance / Technical Coordinator; managing the Quality Assurance and other technical requirements in Educational Technology Center (ETC) of Al Musanna College of Technology under the Ministry of Manpower in Oman.
* Experienced in Quality Assurance Management including strategic & operational planning, development & analysis of KPIs, policy management system, development of guidelines & procedures, risk management, QA staff training/planning and QA documentation for computer, educational and library services of the College.
* Experienced in developing course syllabus for computer courses and developed computer subject manuals for teachers and students.
* In-depth experience in technical training, teaching IT courses, course development, PC troubleshooting, resource coordination and use of IT equipment (e.g. peripherals, networking devices, etc.).
* Creative in designing which includes development of manuals, documentations in digital file and presentations using latest versions of software like Adobe Acrobat, MS Office, Adobe Creative Suites, Authorware and other publishing software. Can easily learn and adapt to new software without supervision.
* Experienced in developing multimedia programs and presentations like Computer-Based Training with programming experience in industry using Authorware.
* Knowledgeable in web development and E-learning using Flash, DreamWeaver, and HTML.
* Capable of developing programs with database using MS Access and Visual Basic.
* Experienced in Branch Banking Operations with trainings and seminars attended.

**Professional Body Memberships**1. **ASQ** – American Society for Quality
2. **ACS** – Australian Computer Society
3. **ACM** – Association for Computing Machinery

**Employment History****Quality Assurance Coordinator / Lab Technical Instructor** (May 1, 2007 to Oct. 15, 2015)*Bahwan CyberTek LLC / Office Address: PO Box 97, PC 117, Sultanate of Oman**Deployed in: Al Musanna College of Technology - Educational Technology Center* *Website: www.act.edu.om**College Address: PO Box 191, PC 314, Muladdah, Sultanate of Oman**Responsibilities:** Center’s Quality Assurance (QA) Coordinator; responsible for the QA management of the Center. Prepares and develops strategic/operational plan, guidelines, policy and procedures for the computer, educational and library services section of the College.
* Collaborates with the QA Unit of the College and in the Ministry of Manpower for quality assurance preparation, self-study reports and QA Audit Portfolio of Al Musanna College of Technology for audit/accreditation and comprehensive educational strategies of OAAA (Oman Academic Accreditation Authority) as required by the Ministry of Higher Education in the Sultanate of Oman.
* Prepares and coordinates with the Quality Assurance Unit of the College for all QA preparations including audit from the Ministry’s QA Department and OAAA (Oman Academic Accreditation Authority) visits.
* Facilitates, supervises and assists in ETC staff’s and Center’s needs and QA purposes (e.g. manpower, required resources of the college, procurement of equipment for the college, planning, etc.).
* Prepares and organize all ETC/QA reports, manuals and meetings of the Center. Prepares the minutes of the meeting and other QA related job.
* Cooperates with teaching and technical staff in preparation, presentation and production of course materials/manuals, lecture/training of the Center and other Quality Assurance documents related to the Center which are needed by other departments.
* Conducts QA Training and handles the Staff Development Program of the Center.
* Handles, develops and revised technical documents of the Center’s sections namely Computer Services, Educational Services and Library Services.
* Prepares and enhances manuals and documents of the Center in PDF format and keeping records and files for archiving.
* Developed materials and manuals (e.g. Annual Reports, Quality Sub-manual for Computer Laboratories, etc.) for the Center/IT Dept. and quality assurance requirements of the College.
* Keeping and updating records of all equipment and facilities in computer laboratories using Inventory System and staff’s database.

**ICT HEAD / IT INSTRUCTOR** (December 2, 2005 to April 15, 2007)*Caritas Family Clinic & College, Inc. (Formerly known as The Family Clinic Inc. Colleges) – ICT Unit, Liberal Arts Department**FB Page: https://www.facebook.com/caritasfamilycollegeofficial/timeline**Address: 1452 A.H. Lacson Avenue, Sampaloc, Manila, Philippines**Responsibilities as an ICT Coordinator:** Managed and supervised the Information and Communications Technology (ICT) Unit of the College.
* Suggests and identify technical requirements for the ICT Unit of the College.
* Responsible for creating Course Modules for ladderized computer related courses of the College.
* Developed a Grading System which is currently used by the teachers.
* Developed the Enrolment’s Control List system for the Registrar which connects to the classrecord and grade sheet used by the teachers.
* Developed the website of the College using Macromedia Dreamweaver with and Adobe Photoshop for the graphics requirement.
* Responsible for creating system program for the enhancement of the College’s different information system (ex. Enrolment System).

*Subject Handled:** Computer in Society (Basic Introduction to Computer with hands-on laboratory using Microsoft Office and the Internet.)

*Responsibilities as an IT Instructor:** Teaching computer subject and hands-on training using MS Office, other computer software and hardware to Nursing and other allied medical students.

**FACULTY – IT INSTRUCTOR** (June 2005 to October 31, 2005)*St. Joseph's College**College of Arts and Science, Commerce Department**Website: www.sjcqc.edu.ph**Address: E. Rodriguez Ave., Quezon City, Philippines**Subjects Handled:** Management Information Systems, Project Development, Database Management Systems, Systems Analysis and Design, Desktop Publishing (CorelDraw, Adobe Photoshop, PageMaker).

*Responsibilities:** Revised the Course Syllabus of the subjects handled, gives updated lecture to the students and responsible for creating the major exams for the students.
* Taught the students how to make an e-commerce website and applies them.
* Teaching students to develop a system program using any programming language for a certain company then later on documents it and maintains the database of the system.
* Delivered a complete course lectures for desktop publishing and applies it using CorelDraw, Adobe Photoshop, and PageMaker which helps students to create a professional business/office cards and profiles.

**FACULTY – IT INSTRUCTOR** (November 2003 to August 2004)*Our Lady of Fatima University – College of Computer Studies**Website: www.fatima.edu.ph**Address: Tamaraw Bldg., Tamaraw Hills, Valenzuela City, Philippines**Subjects Handled:** Software Engineering, Computer Networks, Data Communication, Operating Systems, Introduction to Computer 1 (Computer Basics/MS Office), Introduction to Computer 2 (Web Design/Macromedia Dreamweaver).

*Responsibilities:** Developed the Syllabus for the subjects Software Engineering and Computer Networks.
* Developed an updated lecture for subjects handled and responsible for creating manual examination for major exams.

**FACULTY – IT INSTRUCTOR** *(June 2003 to December 2003 – Part Time)**AMA Computer University – Computer Studies Department**Website: www.ama.edu.ph**Address: Maximina St., Villa Arca Subd., Project 8, Quezon City, Philippines**Subjects Handled:** Multimedia and Web Design – Lecture & hands-on laboratory using Authorware & Flash, Introduction to Internet and Web Design, Introduction to Computer (MS Office), and Graphical User Interface (MS Visual Basic).

*Responsibilities:** Subject Coordinator on the following subjects: Multimedia and Web Design & Graphical User Interface.
* Ensures that the lectures and syllabus of subjects handled as Subject Coordinator are updated; responsible in creating examination questionnaires.
* Revised the Course Syllabus and Instructor’s Manual for the subject Multimedia and Web Design. Created the Instructor’s Manual for the subject Multimedia and Web Design.

**BUSINESS MANAGER** *(January 2001 to May 2005)**HS Multimedia and Prints**Address: Unit 4-A Pasong Balite, Marulas, Valenzuela City, Philippines**Responsibilities:** Supervised and managed the family business from marketing to production which renders offset printing, layout and design, Computer Based Training on CD, and computer tutorials.

**PROGRAMMER** *(August 1, 2000 to November 30, 2000)**ITM Business Center**Address: Suite 99, 9/F Columbia Towers, Wakwak, Ortigas, Mandaluyong City, Phils.**Deployed in : SEAMEO Innotech – Diliman, Quezon City, Philippines**Website: www.innotech.org**Project Title : Innotech Journal on CD (1977-2000), Project Milestones**Responsibilities:** Created an Interactive/Multimedia program for the project using Authorware and Adobe Photoshop for all graphics design and photo editing.
* Handled all the programming, system analysis and design, and graphics designing of the project.

**FACULTY – IT INSTRUCTOR / SUBJECT COORDINATOR** *(October 1, 1997 to July 31, 2000)**AMA Computer University – Computer Studies Department**Website: www.ama.edu.ph**Address: Maximina St., Villa Arca Subd., Project 8, Quezon City, Philippines**Subjects Handled:** Programming Languages, Operating System 1, Introduction to Programming, Multimedia and Web Design – Lecture/Laboratory (Macromedia Authorware/Flash)

*Responsibilities:** Certified CISCO Academic Instructor for Semester I; authorized to teach CISCO Semester I.
* Subject Coordinator on the following subjects: Programming Languages and

Multimedia and Web Design.* Ensures that the subjects handled as Subject Coordinator are both updated in lectures and syllabus; responsible in creating examination questionnaires for major exams.
* Created the Course Syllabus and Instructor’s Manual for the subjects Multimedia and Web Design and Programming Languages.

**ASSISTANT MANAGER** *(April 24, 1996 to September 30, 1997)**GeneJo Printing and Computers**Address: 3/F LRT Northmall, Rizal Avenue Extension, Caloocan City, Phils.**Responsibilities:** Co-owner of the business.
* Supervised and organized the business which offered Desktop Publishing services.
* Designs and layout using updated desktop publishing software.

**BOOKKEEPER/NEW ACCOUNTS CLERK** *(October 1995 to April 1996)**Capitol Development Bank**Address: Marulas Branch, Valenzuela City, Phils.**Responsibilities:** Bookkeeping of ledgers in computer information system.
* Assists clients on the newly opened accounts.
* Other computer related tasks of the branch.

**Educational Background****Master of Arts in Computer Education***AMA Computer University, School of Graduate Studies**Website: www.ama.edu.ph**Address: Maximina St., Villa Arca Subd., Project 8, Quezon City, Philippines**Inclusive Dates : 1st Trimester SY ’98-’99 to present**Passed the Comprehensive Exam (Date Taken: January 2000)**Units’ Earned as of Date : 30 units / Remaining Requirement : Thesis***Bachelor of Science in Computer Science (Graduate)***AMA Computer University**Website: www.ama.edu.ph**Address: Maximina St., Villa Arca Subd., Project 8, Quezon City, Philippines**Inclusive Dates : 1991 – 1995 / Date Graduated: May 1995***Bachelor of Science in Commerce (1st year to 2nd year level)***University of Santo Tomas**Website: www.ust.edu.ph**Address: Espana, Manila, Philippines**Inclusive Dates : 1989 – 1991***High School Level (Graduate)***St. Mary’s Academy (formerly known as Our Lady of Grace Academy)**Website: www.smacc.edu.ph**Address: 12th Avenue, Grace Park, Caloocan City, Philippines**Inclusive Dates : 1985 – 1989 / Date Graduated: March 1989***Trainings and Workshops Attended****Process Improvement Tools in Quality Management*****(Based on American Society for Quality – Certified Manager of Quality/Organizational Excellence)****October 19, 2016**3Fold Education Centre**Dubai, UAE**Topic:** How to Select, Interpret and Apply Tools:

Root Cause Analysis; PDCA (Plan, Do, Check, Act); SIPOC (Supplier, Input, Process, Output, Customer); FMEA (Failure Modes and Effects Analysis); Flowcharts & Value-Stream Map**CMQ/OE (Certified Manager of Quality / Organizational Excellence)***May 13, 2016 to June 17, 2016**3Fold Education Centre**Dubai, UAE**Topic:** This CMQ/OE Training course provides a detailed study of the management of quality and organizational excellence based on the “Manager of Quality/Organizational Excellence Body of Knowledge” 2013, published by ASQ, USA.
* Course Learning Outcomes: Leadership, Strategic Plan Development & Deployment, Management Elements & Methods, Quality Management Tools, Customer-Focused Organization, Supply Chain Management, and Training & Development.

**Arabic Language (Level 2)***May 16, 2016 to June 16, 2016**Babylon Center**Al Taawun, Sharjah, UAE**Website: www.babyloninstitute.com**Topic:** Learning Arabic Language (Speaking, Reading and Writing)

**Managing Project Quality and Business Excellence***May 25, 2016**By: ASQ MENA (American Society for Quality – Middle East & North Africa)**3Fold Education Centre**Novotel Word Trade Center, Dubai, UAE**Topic:** Business Excellence Through Quality
* Managing Project Quality

**Arabic Language (Level 1)***February 20, 2016 to March 26, 2016**Babylon Center**Al Taawun, Sharjah, UAE**Website: www.babyloninstitute.com**Topic:** Learning Arabic Language (Speaking, Reading and Writing)

**Al Musanna College of Technology (ACT) Strategic Planning 2013-2018***April 20-21, 2013 (2 days workshop)**Al Musanna College of Technology**Muladdah, Sultanate of Oman**Topic:** Developing Strategic Plan for ACT
* Identifying KPIs for all goals of ACT Strategic Plan 2013-2018

**Quality Enhancement in Colleges of Technology Through Strategic Planning:** **The Way Forward***April 1-2, 2013 (2 days workshop)**Oman Tourism College**Muscat, Sultanate of Oman**Workshop Consultant: Dr. Josephine Palermo (OAAA)**Topic:** Developing Strategic Plans for Colleges of Technology
* Understanding Institutional Standards Assessment

**Student Advising, Supervising and Counseling Skills Development Symposium***May 6, 2009**Al Musanna College of Technology**PO Box 191, PC 314, Muladdah, Musanna, Sultanate of Oman**Topic:** Seminar on student advising, supervising and counselling skills development attended by different Technological Colleges under the Ministry of Manpower of the Sultanate of Oman.
* Papers/research presented by representatives from different Technological Colleges.

**Quality Assurance and Strategic Planning Workshop***May 6–7, 2008 (2 days workshop)**Al Musanna College of Technology**PO Box 191, PC 314, Muladdah, Musanna, Sultanate of Oman**Topic:** Workshop on Quality Assurance and Strategic Planning.
* Applying ADRI (Approach, Deployment, Results and Improvement) and KPI in Strategic Planning.

**Medical Transcription – IT Trainor***August – October, 2005 (3 months at least once/twice a week training)**St. Joseph's College – E. Rodriguez Ave., Quezon City, Philippines**Topic:*Medical Transcription for IT Trainor**Faculty Development Seminar***June 7, 2005**St. Joseph's College – E. Rodriguez Ave., Quezon City, Philippines**Topic:*Teachers’ responsibilities**GSM, GPRS and Ericsson 3G Mobile Phone***August 12, 2003**AMA Computer University – Project 8, Quezon City, Philippines**Topic:*GSM, GPRS and Ericsson 3rd Generation Mobile Phones**CISCO Systems Networking Academy Instructors’ Training Program****Semester I – CISCO Networking Academy***May 9–15, 1999 (7 days)**AMA Computer University – Project 8, Quezon City, Philippines**Note: Passed the online exam for CCAI Semester I, authorized to teach CISCO Semester I.**Topics:** Open System Interconnection (OSI) Model, Internet Protocol (IP) Addresses, and Networking.
* Training to become a certified CISCO Instructor (CCAI) with online examination.

**8th Metro Manila Skills Competition (Participant)***May 5–7, 1999 (3 days competition)**Samson College of Science and Technology – Cubao, Quezon City, Philippines**Topics:** MS Office Skills Competition (Word, Excel, Powerpoint.); IT Instructors’ competition attended by different Colleges in Metro Manila region.
* Open Category representative from AMA Computer University.
* Silver Medal Achiever for Open Category.

**Y2K Seminar***November 1998 (3 days)**AMA Computer Learning Center – Shaw Boulevard., Pasig City, Philippines**Topic:*How to handle Y2K problem**Computer Literacy Program (Speaker)***February 24–28, 1998 (5 days training)**AMA Computer University – Project 8, Quezon City, Philippines**Topic:* Computer Literacy Program for Out-of-School Youth and Barangay Officials in Quezon City.**Faculty Development Seminar***January 5-7,1998 (3 days seminar)**AMA Computer University – Project 8, Quezon City, Philippines**Topic:*Teaching Methods and Classroom Management**Business Protocol 1 Seminar***January 13, 1996**Capitol Development Bank - Makati Traning Center**J.P. Rizal, Makati City, Philippines**Topics:** Proper dressing and relating with people or clients.
* How to handle clients and telephone manners.

**Orientation and Values 1 Seminar***December 16, 1995**Capitol Development Bank - Makati Traning Center**J.P. Rizal, Makati City, Philippines**Topic:*How to relate with co-employees**Branch Banking Course***December 4-12, 1995 (7 days training)**Capitol Development Bank - Makati Traning Center**J.P. Rizal, Makati City, Philippines**Topics:** Introduction to Branch Banking for New Accounts Clerk, Teller, Bookkeeper, Distributing Clerk, Branch Accountant, and Branch Cashier.
* Overall branch banking procedures and activities.
* Staff responsibilities and tasks while working in the bank.
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