

# SHIRLEY OSANO SIATON

Al Khuwair, Muscat, Sultanate of Oman

**E-Mail:** mail@shirleysiaton.com

**Web:** http://www.shirleysiaton.com



## **WORK EXPERIENCE:**

### **1. Examinations Services Officer**

- Also designated as **Regional Marketing Correspondent – Oman Exams Department**

BC Oman – Muscat, Sultanate of Oman (7 January 2008-present)

- Specializes in the coordination and administration of Professional and Medical Exams
- Administer examinations (Professional, medical and university exams; EdExcel and Cambridge International Examinations; and IELTS-International English Language Testing System) in Oman to agreed standards and targets, and deliver a quality service
- Utilizes online systems to register examination candidates (EdExcel Online, City & Guilds Walled Garden, ESOLCOMM IELTS and others)
- Generates and transmits IELTS Test Report Forms per candidates' requests to various international organizations
- Promotes UK examinations
- Proactive collaboration with front line staff to ensure information about Examinations Services is understood and available
- Schedules and coordinates with exam venue staff and assist with venue staff performance appraisal
- Trains newly recruited venue staff in exam administration and/or supervision
- Arranges exam venues in line with local requirements
- Supervises exam sessions – IELTS, professional and educational
- Deals with specialized inquiries about examinations when required
- Delivers a range of financial services, including registration, cash collecting, reconciliation and recording financial transactions
- Prepares Purchase Orders for Vendors and Invoices for Customers
- Prepares various financial reports: Cash Flow, Aged Debtors, Accrued Income, Vendors and Customers, and Direct Credits and Remittances
- Prepares PowerPoint and print material on UK examinations for the Oman audience (replicated throughout Middle East region)
- In charge of processing monthly payments of examiners and invigilators

### **2. Coach – Aerobics/Aerodance, Kickboxing/Cardio Kung-Fu and Fitness Programs**

Hammer Gym – Al Khuwair, Muscat, Sultanate of Oman (October 2007-January 2008; part-time)

- Conducts and designs Aerobics, Aerodance, Kickboxing and Cardio Kung-Fu classes
- Designs, teaches and oversees sessions of fitness/bodyshaping programs suited to the students' needs
- Creates, teaches and monitors personalized/specialized overall fitness programs and lifestyle routines

### **3. Local Government Operations Officer II**

- Also designated as **Information Technology Specialist, IT Systems Trainor and Facilitator, and Regional Management Coordinating Committee Secretariat**

Department of the Interior and Local Government (DILG) Region VI

Iloilo City, Philippines (26 September 2005 - 30 September 2007)

- Provides technical assistance in planning, implementation and monitoring of DILG development programs, projects and activities (Local Government Unit Information Portal, Newly Elected Officials Orientation, *Estudyante Kasali*: Websites for Barangays, Local Government Scholarships, Database Build-Up of Elective Local Officials, etc.)
- Provides training services (including training design/module preparation and social marketing materials) in the use, implementation, administration and maintenance of *Computer Applications and Information Management Systems for Local Government Units and Department of the Interior and Local Government Personnel* on Local Officials (Sanggunian Information System & Elective Local Officials Profile Directory), Human Resources (Personnel Management Information System), Management Perspective/Macro (Management Information System) and Licenses/Taxes (Business Permit Licensing System & Real Property Tax System)
- Plans, organizes and monitors implementation of Department programs, projects and activities

- Disseminates and monitors enforcement of rules, regulations and issuances in Local Government Units
- Functions as in-house Web Developer of the DILG-VI (<http://www.dilg6.org>) and RLGRC-VI (<http://www.lgrc6.org.ph>) sites, performing design, maintenance, administrating and updating tasks as well as providing actual content in coordination with various concerned DILG-VI working units
- Functions as maintainer of the Integrated Library Management System and encodes material holdings
- Prepares electronic and print materials (slide presentations, graphics, brochures, etc.) for various DILG-VI activities such as local governance awards and information campaigns
- Contributes articles and photos/graphics to the regional newsletter and Annual Report
- Serves as co-anchor of the DILG-VI radio program and prepares DILG-VI press releases
- Provides administrative and information technology support (maintains and troubleshoots computer hardware, software and peripherals) to the Office of Regional Director, the Regional Local Governance Resource Center and other working units of DILG-VI
- Functions as Secretary of the Regional Management Coordinating Committee (RMCC) composed of members from six (6) Interior government agencies
- Coordinates and documents all RMCC meetings and related trips/activities
- Prepares materials (reports, presentations and communications) for the RMCC's discussion/reference
- Mans the Regional Operations Center, the coordinating hub of various government agencies on monitoring Interior sector ongoings and preparing reports for the DILG Secretary

#### **4. Instructor and Training Module Designer**

Asian Entertainment Exponent Performing Arts Center - Iloilo City, Philippines (October - December 2006)

- Instructs and designs training modules suited to the needs of each student in the following courses: AeroBoxing / KickBoxing / TaeBo / Cardio Kung-Fu, Speech Development (English, Filipino and Hiligaynon), Stage and Television Hosting, Personality Development, Building Confidence / Overcoming Stage Fright, Ramp Modeling, Declamation, Oration and Storytelling, Theatrical Acting, Voice/Singing (Modern and Classical), Modern Dance (Hiphop, modern jazz, disco, pop, etc.), Ballet, Belly Dance, Latin Ballroom Dance and Electronic Keyboards
- Handles client queries and prepares media releases on course offerings, schedules, rates and promos
- Represents the Center in various activities such as modeling and talent shows

#### **5. Administrative Assistant II for Corporate Affairs**

Medicus (Iloilo City), Inc. – Iloilo City, Philippines (18 July - 24 September 2005)

- Schedules appointments, answers/makes phone calls, prepares/receives all communications, books transport and accommodation during travel, processes billings of corporate accounts, arranges meetings and prepares representation allowances/honoraria of the Executive Committee (President, 3 Vice-Presidents and Executive Consultant)
- Schedules, organizes and documents Executive Committee, Board of Directors and Stockholders Meetings as well as the annual Corporate Strategic Planning Session
- Safekeeps and maintains all corporate papers including construction documents (expense and progress reports, etc.)
- Coordinated the building construction, engineering works and interior design of the Medicus Condo-Clinics Project, as well as handled financial transactions pertinent thereto
- Coordinates with private and government agencies as well as banks, stockholders, suppliers and contractors

#### **6. Member Services Officer IV**

- Also designated as **Membership and Marketing Team Leader, Regional Planning Officer and Regional Information Officer**

Philippine Health Insurance Corporation (PhilHealth) Region VI  
Iloilo City, Philippines (24 April 2003 – 30 June 2005)

- Regional Coordinator of the Enhanced Greater Medicare Access Program for insurance of Indigents
- Serves as Regional Focal Person and Administrator of the PhilHealth Re-Engineered Membership Information System (PReMIS), which collates information on all PhilHealth members and generates data records and member cards
- Supervises personnel of the Membership and Marketing Division (covers functions in processing of membership documents and PhilHealth cards, coordinating marketing/information drive activities all over the region, catering to phone-in and walk-in clients and preparing marketing materials) – **had supervised 30-40 office and field personnel**
- Prepares materials, consolidates reports and arranges venues and other logistical concerns for PhilHealth VI Strategic Planning and Performance Assessment Sessions

- Conducts lectures on PhilHealth and all its different aspects (Membership, Benefits, Accreditation, Premiums, etc.)
- Caters to clients' concerns (either walk-in or phone-in) as part of the PhilHealth Members Assistance Center front line
- Editor-in-Chief of ProHealth VI, the PhilHealth Region VI official publication
- Prepares electronic and print information materials (presentations, brochures, primers, etc.) for various seminars, speaking engagements and information dissemination activities
- Prepares press releases and disseminates such to local media
- Anchors the regional radio program and broadcasts PhilHealth-VI news for the national program
- Functions as in-house Web Developer of the regional website - performing design, administering and updating tasks as well as providing actual content in coordination with concerned working units
- Documents various corporate seminars/forums, information drives and other such activities

#### **7. Media and Communications Officer/Special Operations Staff to Congressman Boboy Syjuco**

Second Congressional District of Iloilo – Philippine House of Representatives  
Metro Manila, Philippines (16 November 2002 – 18 March 2003)

- Prepares electronic and print information materials (presentations, brochures, primers, etc.) for various speaking engagements and media activities
- Prepares press releases/kits and disseminates such to local media
- Maintains barangay database and status reports of these for monitoring of constituents' needs
- Coordinates with consultants on production of the Congressman's speeches, write-ups and website
- Coordinates with multi-sectoral consultants and advisers on providing logistical, administrative and technical support to the Congressman's activities in the District
- Represents the Congressman in various functions throughout the district

#### **8. Digital and Print Media Consultant**

Office of Civil Defense (OCD) Region VI – Iloilo City, Philippines (July 2002 – September 2007)

- Prepares electronic and print information materials (presentations, brochures, primers, etc.) for various seminars, speaking engagements and information dissemination activities of the office
- Edits and updates Civil Defense and disaster preparedness/mitigation manuals and other materials
- Documents Civil Defense training activities and seminars

#### **9. Research Intern**

PureFoods Corporation/Ayala Corporation - Visayas-Mindanao Area, Philippines (April – August 2000)

- Spearheaded Visayas-Mindanao Area Market Study for Broiler Operations on the name recall and utilization of PureFoods Corporation's chicken products vis-à-vis those of other brands
- Prepared questionnaires for individual household and corporate/establishment respondents
- Coordinated with enumerators, researchers, area coordinators, statistical analysts and PureFoods management from the survey to the data interpretation stage

#### **10. Freelance Web Developer (since 2000) & Media Practitioner (since 1987)**

- Websites designed and maintained for various public and private sector organizations (complete list and samples of digital works available upon request)
- Written works published in The Philippine Star, MOD Filipina Magazine, Glitter Magazine and Daily Informer, among others (list/samples of published works available upon request)
- Founding Staff Writer, Estudyante Network Magazine (Panay, Philippines - January 2000)
- Columnist (TellTale), FILES Magazine/Panay News (Visayas, Philippines – 1997 to 1998)
- Announcer, DYRP (Western Visayas, Philippines – 1987 to 1992) – Radio Anchor and Host for the programs Tax Forum on the Air and 10-17 Kiddie Club

### **EDUCATION:**

- **Master in Public Administration (Major in Human Resource Management)**, University of San Agustin (Ongoing, since June 2003—30 units completed)
- **Bachelor of Science in Business Administration (Major in Marketing)**, University of the Philippines in the Visayas-College of Management, graduated April 2002 (Three-time Dean's List and 1999 University Scholar/Chancellor's List) - with 21 units in Accounting (Basic, Intermediate and Cost Management)
- West Visayas State University Secondary School, graduated Valedictorian March 1997
- West Visayas State University Elementary School, graduated 4<sup>th</sup> Honorable Mention March 1993

## **SEMINARS & TRAININGS:**

- Cambridge International Examinations (CIE) Exams Officers Training – Dubai (28 October 2008)
- Time and Stress Management Course – BC Middle East Region, Bahrain (14-15 April 2008)
- International English Language Testing System (IELTS) Clerical Marking – British Council Oman (21 January 2008)
- Local Government Unit Information Portal (LGUIP) Application Systems for the Regions – Cagayan de Oro City (14-15 August 2007)
- Presentation of the Case Studies on the Six Philippine Regional Municipal Development Project (PRMDP) Cities: Information Technology System of Local Government Units – Bohol (26-27 July 2007)
- Facilitators' Training on Computer Applications and Information Management Systems for Local Government Units and Department of the Interior and Local Government Personnel – Cebu City (22-25 November 2006)
- DILG-Bureau of Local Government Development (BLGD) Training on the Computerization of Legislative Administration Systems (CLAS) – Metro Manila (4-7 July 2006)
- Integrated Library Management System Follow-Up Training (Local Government Academy) – Pasig City (24-26 May 2006)
- Local Governance Resource Center Organizational Training and Planning Workshop (Local Government Support Program) – Development Academy of the Philippines, Tagaytay City (3-6 April 2006)
- Integrated Library Management System Training (Advanced Science and Technology Institute & Local Government Academy) - Diliman, Quezon City (2-6 October 2005)
- Telephone Etiquette Lecture Workshop (Medicus, Inc.) — Iloilo City (August 2005)
- Writeshop on Social Marketing Materials for Quality Improvement Demonstration Study (Institute for Global Health & Philippine Health Insurance Corporation) — Antipolo City (18-21 October 2004)
- Customer Service & Relations Skills (Philippine Health Insurance Corp.) — Iloilo City (17-18 June 2004)
- Training on the Reengineered Membership Information System (Philippine Health Insurance Corporation)—Iloilo City (7-11 June 2004)
- The Government Procurement Reform Act – Iloilo City (3-4 June 2004)
- Seminar-Workshop on Delineation of Communication and Marketing Functions (Philippine Health Insurance Corp.) — Metro Manila (27-28 June 2004)
- Regional Orientation on Program Enhancements for Membership and Marketing (Philippine Health Insurance Corporation) — Cebu City (3-5 November 2003)
- Visayas Communicators Network Convention – Bacolod City (5 Sept. 2003)
- The PowerPoint Application (Lecturer) — University of San Agustin, Iloilo City (12 July 2003)
- Advertising Camp II (Member, Communications Committee) – Iloilo City (28-30 September 2001)
- Ayala Young Leaders Congress — Tagaytay (February 2000)

## **QUALIFICATIONS & SKILLS:**

- Fluent in spoken and written English, Filipino/Tagalog, Hiligaynon and Hiniraya/Kiniray-a
- Knowledge of basic conversational Spanish, Japanese/Nihonggo and Arabic
- Knowledge of Oman and Philippine Labour Law
- Certified Cambridge International Examinations Officer
- First-hand experience and understanding of Oman as a Human Resource pool and in terms of industries' target market
- Proven expertise and savvy in Finance, Marketing and Human Resource management across countries and cultures
- Proven skills in public speaking and speech writing, debate, journalism, prose and poetry writing, marketing plan/proposal writing, business research, editing, leading marketing/research teams, organizing/managing events and projects, serving as executive assistant, webpage construction, digital/print media design/developing, computer programming, photography, and stage/voice acting
- Skilled in Computer and Internet programs/languages: E-Mail and Messaging Programs (AIM, MSN, Yahoo, Google); Microsoft Word, Excel, PowerPoint, Publisher, Photo Editor and Paint; Adobe Photoshop, Image Ready and Acrobat; Hypertext Markup Language (HTML); JavaScript, PHP/MySQL and CGI Scripts; keyword searching in engines; Portable Document Format (PDF) conversion
- International English Language Testing System (IELTS) Clerical Marker (since January 2008)
- Philippine Career Service Professional Eligibility, with score of 95.95% (25 July 2002, Philippine Civil Service Commission - Western Visayas Office)

### **ACTIVITIES & MEMBERSHIPS:**

- Regional Marketing Correspondent (Oman Exams), BC Middle East (January 2008 – present)
- Ayala Young Leaders Alliance Member and Ayala Young Leaders Congress 2000 Alumni
- Member/Student (Fitness and TaeBo), Iloilo City Winners Gym (February - September 2007)
- Member/Student (Wushu & Karate), Iloilo Tinagan School of Martial Arts (March - October 2006)
- Member, Visayas Communicators Network (August 2003 - June 2005)
- Secretary & Auditor, Delta Mu Society, University of San Agustin Graduate School (2003 - 2005)
- Editor-in-Chief (2001 - 2002) and Associate Editor (1998 - 2001), The Accounts—Publication of U.P. Visayas College of Management
- University Student Council Representative/Finance Committee, U.P. Visayas (2000 - 2001)
- President, Junior Philippine Institute of Accountants (JPIA) U.P. Visayas Chapter (2000 - 2001)
- U.P. Visayas Iloilo City Campus Coordinator—Iloilo Theatre Company (1999 - 2002)
- President/Founder, TAGISAN—U.P. Visayas Filipino Theatre (1998 - 2002)

### **AWARDS & ACCOMPLISHMENTS:**

- Degree in Wushu Sanshou and Wushu Tai Chi (4 June 2006), Iloilo Tinagan School of Martial Arts
- U.P. Visayas University Student Council Service Award, 2001
- Most Outstanding JPIAn (Junior Accountant) for Region VI, 2001
- Regional Champion, Extemporaneous Speaking, JPIA 2001 Yearend Convention
- Plaque of Appreciation for Website Innovation from JPIA Region VI, 2000
- U.P. Visayas Award for Exemplary Performance in Non-Academic Pursuits, Academic Years 1998-1999 (for winning silver in the 3-kilometer Women's Run of the Philippine Sports Commission) and 1999-2000 (for being qualified as a delegate to the Ayala Young Leaders Congress 2000)
- U.P. Visayas Chancellor's List (1998-1999) and Dean's List (1997-1998)
- Stevan Javellana Excellence in Creative Writing Awardee, 1997
- Philippine Information Agency IWAG Journalism Award, 1997

### **REFERENCES & RECOMMENDATIONS:**

- (Available upon request)