



MR. MYRON SOLDE STA. ANA, BBTE, CLDPT

#TheCorporateEnterTrainer

Filipino Corporate Trainer, Motivational and Inspirational Speaker, Talent Development Consultant, Team and Team Culture Building Facilitator, Leadership and Management Mentor, Communication and Customer Service Coach, Online Thought Leader, Entrepreneur, and Corporate Event Host

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Professional Track Record Summary:

Myron Sta. Ana is one of the Philippines' finest corporate talent development advisors and practitioners with core competencies in:

Principle and Methodology Development	First-line Leadership and Management Mentoring
Employee Training and Development	English Communication and Customer Experience Coaching
Professional Public Speaking	Life Coaching and Counseling
Small Business and Talent Development Consulting	Team and Team Culture Building

As an accomplished Human Resources Development specialist, he has educated, equipped, encouraged, empowered, and escorted to success thousands of individuals in the areas of English language communication and excellent customer service since he started practicing in 2008. These talents have ended up very successful in their respective professions and industries with a quality majority landing a job in supervisory and managerial positions inside and outside of the Business Process Outsourcing industry.

As a talent development advisor, his expertise revolves around analyzing, assembling, and applying organization and talent development interventions that do not only provide employees a memorable learning and development experience but also close performance and productivity gaps, enhance occupational; individual; team; and organizational-level business results, and guarantee measurable; observable; and evaluable returns on investment.

He specializes in a diversified menu of corporate and non-corporate training and development topics including but not limited to:

Organization Development	Communication
Operational Efficiency	Customer Service
Contact Center Set-up and Operation	Work Excellence and Productivity
Talent Development	Personal Development
Leadership and Management	Career Management and Success Skills

In the world of professional speaking, he is also fast-rising as an emerging brand in motivational and inspirational talks in the academic, government, non-profit and non-government, and corporate sectors in the country renowned with the moniker, **"The Corporate EnterTrainer"** due to his incorporation of entertainment (singing, dancing, role-playing, and stand-up comedy) in his teaching/training approach, delivery, and speaker-audience relationship.

For more than eight years now, he has helped numerous organizations belonging to the top 1000 Filipino corporations in the Philippines manage change and enhance business targets through efficient workforce optimization and talent development.

Work Track Record

CURRENT

MSS Business Solutions (Formerly Myron Sta. Ana Training and Consultancy Services)

Industry Awards:

2016 Acquisition International Excellence Awards 2016 Most Outstanding Corporate Training Provider in the Philippines | 2016 APAC Insider Business Elite Awards Corporate Training Firm of the Year | 2016 The National Product Quality Excellence Awards Seal of Service Quality | 2016 28th Asia Pacific Excellence Asian Achiever Awards Best Results-oriented Training and Consultancy Services Provider | 2016 Annual Outstanding Professionals of the Philippines Awards, Outstanding Professional Awardee | 2016 Philippine Awards for Customer Service Excellence Outstanding Customer Service Training and Consultancy Services Provider | 2016 Golden Globe Annual Awards for Business Excellence Best Event Services Consultancy Provider | 2015 APAC Insider Business Awards Best Corporate Training Provider in the Philippines | 2015 Golden Globe Annual Awards for Outstanding Filipino Achiever: Medal of Distinction for Business Achievement | 2014 TOP BRAND Awards Philippines Corporate Trainer and Motivational Speaker of the Year | 2014 TOP BRAND Awards Philippines Corporate Training, Leadership and Event Consultancy of the Year | Juan Sumulong Memorial Junior College Taytay, Rizal Outstanding Alumnus of Class 2002 | Official Talent Development Partner of HR Network, Inc., Spintel Australia, and Sophia School for Skills Development, Inc.

January 2013 - Present	<p>Chief EnterTrainment Officer (CEO) MSS Business Solutions (Formerly Myron Sta. Ana Training and Consultancy Services) <u>Main Office:</u> Unit A2, Block 8, Lot 8, Buenmar Avenue, Phase IV, Greenland Executive Village, Barangay San Juan, Cainta, Rizal 1900 <u>Satellite Office:</u> Unit 301, 3rd Floor, Julita Opeña Building, SMSS Road corner National Highway (Provincial Road), at Crossing, Barangay Uno, Calamba City, Laguna</p>
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Services and Milestones

Corporate and Non-corporate Training Programs (Outsourced/Inhouse)

Client	EnterTrainment Provided	Date of Facilitation
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on Performance Coaching	November 23, 2016
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on Customer Experience Enhancement	November 22, 2016
De La Salle Lipa, Inc.	Corporate Training on English Proficiency	November 18, 2016
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on Telephone Customer Service and Etiquette	November 17, 2016
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on English Proficiency	November 16, 2016
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on Persuasion and Dealing with Objections in Sales	November 15, 2016
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on Telephone Customer Service and Etiquette	November 10, 2016
Makati Ford, Ford Cainta, and Ford EDSA Greenhills	Corporate Training on English Proficiency	November 9, 2016

Aquinas University of Legazpi	Corporate Training on Emotional Intelligence	August 27, 2016
Perpetual Help Community Cooperative, Inc.	Corporate Training on Basic Leadership and Management	August 8 – 12, 2016
Tsuchiya Kogyo Philippines, Inc.	Corporate Training on Work Attitude and Values Enhancement	August 6, 2016
Berjaya Pizza Philippines, Inc. (Papa John's Pizza Philippines)	Corporate Training on Advanced Leadership and Management	July 28 – 29, 2016
Lindberg Subic, Inc. (Lindberg Ag A4-Branch)	Corporate Training on Email Correspondence, Grammar, and Etiquette	July 24, 2016
Lindberg Subic, Inc. (Lindberg Ag A4-Branch)	Corporate Training on Written and Spoken English Proficiency	June 25, 2016
Lindberg Subic, Inc. (Lindberg Ag A4-Branch)	Corporate Training on Spoken English Enhancement	May 15, 2016
Institute of Advanced Nursing and Allied Health Professions of the National Kidney and Transplant Institute	Corporate Training on “Developing High Performance Teams”	April 8, 2016
United Steel Technology International Corporation	Corporate Training on “Quality Products and Services Come from Quality People”: Excellent Customer Experience	December 10, 2015
HR Network, Inc.	Corporate Training on “Enhancing English Made Simple”: Spoken and Written English Communication Skills	November 14, 2015
Sakamoto Orient Chemicals Corporation	Corporate Training on “IMPRESSentation Skills Pay the Bills”: Presentation Skills	November 12, 2015
NCS-I Philippines, Inc.	A.M. Session: Presentation Dynamics and Communicating with Impact P.M. Session: Self-Control and Personal Effectiveness	October 14, 2015
Lung Center of the Philippines	Back-to-Back Sexual Harassment in the Workplace and Presentation Skills Workshop	August 15 & 17, 2015
Mighty Corporation	Corporate Training on “Business Correspondence and Written English Proficiency”	May 29, 2015
Cenophi Corporation	Corporate Training on “Win Over a Difficult Customer, Win the Competition: Customer Service Upgrade	May 9, 2015
HR Network, Inc.	Corporate Training on “Enhancing English Made Simple”: Spoken and Written English Communication Skills	March 28, 2015
Cocolife Healthcare	Corporate Training on Work Excellence and Productivity	December 17, 2014
Spintel in cooperation with Phil-Am Outsourcing Solutions, Inc.	Corporate Training on Basic Supervision	December 13 – 14, 2014
Polytechnic University of the Philippines – Quezon City Campus	Non-corporate Training on English Communication (Speech Communication)	November 29, 2014
Dole Philippines, Inc.	Corporate Training on Business Correspondence and Written Grammar	November 21, 2014

Spintel in cooperation with Phil-Am Outsourcing Solutions, Inc.	Corporate Training on Customer Experience Enhance (Upgrade)	October 12 – 22, 2014
Crowe Horwath Philippines (Ramon F. Garcia & Company, CPAs)	Corporate Training on Spoken and Written English Communication	October 3, 2014
Philippine Dental Association – Valenzuela Dental Chapter	Corporate Training on Leadership	June 22, 2014
CEMEX Philippines	Corporate Training on Basic Entrepreneurship Skills	June 5 – 6, 2014
CEMEX Philippines	Corporate Training on Effective Communication and Problem Solving and Decision Making	May 29 – 30, 2014
ON Asia Motors Corporation (Ford and Mazda Dealerships Makati)	Corporate Training on Spoken and Written English Communication	September 2 – 20, 2013
Spintel in cooperation with Phil-Am Outsourcing Solutions, Inc.	Corporate Training on Telephone Customer Care Excellence	April 1 – 5 & 8 – 12, 2013
Cygnitel Outsource Solutions, Inc.	Corporate Training on Accent Neutralization and Telephone Sales	February 25 – March 1, 2013

[Professional Speaking \(Motivational, Inspirational, Keynote, and Resource Speaking\)](#)

Client	Event and Theme	Date of Speech
Polytechnic University of the Philippines – Bachelor of Science in Computer Engineering, College of Engineering	5 th National Computer Research and Engineering Symposium (CoRES)	January 19, 2017
Polytechnic University of the Philippines Taguig Campus – Junior Marketing Association	Marketing Trends: Enter the World of Digital Marketing	January 13, 2017
University of Perpetual Help System Dalta Las Piñas Campus – Junior Marketing Association	Marketing Summit 2017: Engagement in the Era of Digital Marketing	January 12, 2017
Integrated Micro-Electronics, Inc.	Workplace Leadership	December 19, 2016
National Nutrition Council	Management Leadership Conference: Work-Life Balance and 360-degree Assessment/Feedback	December 16, 2016
Department of Education (DepEd)	Sexual Harassment in the Workplace	November 29, 2016
AfroAsian World Events	Travel Business Exchange Pilipinas 2016: 'Yes, I Can Sell!': Motivational and Inspirational Talk	November 26, 2016
BCM Seminars and Training Services	Central Luzon Assembly of Student Leaders in Pampanga (CLASSPAM) 2.0: Convergence Towards Resurgence	November 12, 2016
Bachelor of Science in Business Administration Major in Marketing Management, Polytechnic University of the Philippines, Quezon City Campus	Corporate Social Responsibility	October 13, 2016

Far Eastern University (FEU) Management Society	Great Communication, Greater Opportunity, Confidently Smart with a Heart: Competence, Confidence, Comfortability: Combination for Great Communication	October 10, 2016
Chemical Engineering Students' Initiative (ChESI)	Mapping Potentials: Chemical Engineering Leadership Training Seminar	September 26, 2016
Polytechnic University of the Philippines, Quezon City Campus – HRDM II-1	Employee Compensation, Benefits, and Incentives	September 24, 2016
Juan Sumulong Memorial Junior College	Career Orientation Program for Grade 10 Students	September 9, 2016
Philippine Junior Marketing Association (PJMA)	Juan Big Idea: Ang Byahe ng Henyong Marketista South Luzon Adventure: Building a Stronger Nation through Customer Relationship	August 28, 2016
Project Becoming Me Foundation and TM	Republikabataan: Project Becoming Me, The 1 st Laoag City Youth Summit	August 20, 2016
San Miguel Yamamura Asia Packaging Corporation	Sales Rally: Empowering Talk	May 5, 2016
College of Education of Polytechnic University of the Philippines Sta. Mesa, Manila	Academic year 2015 – 2016 Recognition Day Program	March 14, 2016
Philippine Association of Educators in Office Administration Foundation, Inc. (PAEOAFI) and Philippine Association of Students in Office Administration (PASOA)	12 th National PASOA Convention: "Office Administration: Versatility for Global Competitiveness" – Competencies of Office Professionals in the 21 st -century Workplace	March 4, 2016
Field Trips and Seminars Class of 2016, Bachelor of Science in Chemical Engineering of Technological Institute of the Philippines P. Casal Street Campus	Glimpse of Corporate World: Preparing Future Professional Chemical Engineers – Mock Interview and Resume Writing	March 3, 2016
Polytechnic University of the Philippines – HRDM 4-4D	HR Proficiency: Supremacy for Global Competency	February 18, 2016
National College of Business and Arts Fairview – Junior Marketing Association	Envision: Strategic Planning and Sales Forecasting	February 10, 2016
University of the Philippines - Academic League of Chemical Engineering Students (UPALCHEMES)	Chemical Engineering Students Summit of the Philippines 2016 (ChESSPh 2016)	February 5, 2016
4th Year Students, Bachelor of Science in Business Administration Major in Human Resource Development Management of Polytechnic University of the Philippines Quezon City Campus	HR 3.0: Gaining the Edge in Navigating the Future – Making an Impact by Using I.M.P.A.C.T., The Moern-day Talent Development Framework	February 2, 2016
Insular Life Assurance Company, Ltd.	General Agency Leaders Assembly: The Art of Influencing – "R.A.P.P.O.R.T: The Art of Influencing People to Success	January 7, 2016
Senate Electoral Tribunal	Edutainment on Being Assertive:	November 25, 2015

	Positive Phraseology and Assertiveness	
Allegis Global Solutions	Essentials of Being a Leader: To start is to have	November 24, 2015
Swiss Miss Philippines, Art Dumaup & Associates, Inc., Microsourcing Philippines	Reward Success: Sweet Career Success Talk – “Love your Career and it will Love you Back”	November 4, 2015
Batangas State University	BRAND ACTIVATION: Expansion of Strategies thru Blast Marketing	September 25, 2015
Cenophi Corporation (Home Sonic)	HOME SONIC Team Building 2015: “Teamwork One Spirit, One Team, One Win”	July 16, 2015
St. James Academy of Malabon	S.Y. 2015 – 2016 In-Service Training Program “Enriching Competencies Towards Organizational Efficiency” – “How to Maintain a Balanced Life”	May 25, 2015
Lee Designs Industries Limited	40 th Employee Appreciation Night: “Work More HappiLEE, UnselfishLEE, and PurposefulLEE”	May 15, 2015
Informatics College – Caloocan Campus	Internet or Online Marketing	April 18, 2015
AIESEC De La Salle University-Dasmariñas in cooperation with AIESEC University of the Philippines Los Baños	CALABARZON Youth Leaders Summit: “I am a leader: I know how to challenge and be challenged”	March 20, 2015
Cagayan State University University Student Government, Cagayan State University	32 nd Annual Student Congress: Spark a CHANGE: Make a DIFFERENCE “Committee on Business and Employment”	March 10, 2015
Junior Accountants, Entrepreneurs, and Marketing Management Executives Association (PLP-JAEMEX), College of Business and Accountancy of Pamantasan ng Lungsod ng Pasig	Seminar and Workshop Series (SAW) 2015: #IDEAS: Integrate, Design, Elevate, Success	March 9, 2015
College of Business, Management, and Accountancy Student Council – Aquinas University of Legazpi City	STRATA VII Convention: A New Chapter in Global Competitiveness	March 7, 2015
Fourth Year Students, Bachelor of Science in Business Administration Major in Marketing, College of Business Administration of Polytechnic University of the Philippines Sta. Mesa, Manila	Game of Thrones: Battle for Market Supremacy “ <i>Winning the Warfare</i> ”	February 18, 2015
National College of Business and Arts Fairview, Quezon City Junior Marketing Association (NCBA-JMA)	Speak Up! Stand Out!	February 10, 2015
Fourth Year Students, Bachelor of Science in Business Administration Major in Marketing, College of Business Administration of Polytechnic University of the Philippines Sta. Mesa, Manila	Young Outstanding Leaders and Officials (YOLO) “ <i>May ginhawa ang taong may pangarap</i> ”	February 9, 2015

College of Accountancy and Business, The National Teachers College	CAB: Redefining Impossible <i>"The Ten Commandments of Customer Service"</i>	January 27, 2015
Human Resource Development Management 4-2D, College of Business Administration of Polytechnic University of the Philippines Sta. Mesa, Manila	GETTING EQUIPPED: Creating a Culture of Global Competence for Future Managers <i>"The Five Es of Global Competence"</i>	January 23, 2015
Comguild Company	Annual Conference of Advertising, Marketing, and Business Administration Students of the Philippines <i>"Philippine Marketing and Advertising: Building Customer Values, Satisfaction and Loyalty in the Global Competitive Market"</i>	December 7, 2014
Trinity University of Asia Junior Marketing Association (TUA-JMA)	Stand Out: Creating an Asset by Defining Yourself <i>"Motivational/Inspirational Talk on Career"</i>	November 4, 2014
Adamson University Junior Financial Executives (ADU-JFE)	Financial Blueprint of ASEAN Integration: The Philippine Perspective <i>"An Inspiring Talk for the Youth on Being a Successful Filipino Businessman"</i>	October 11, 2014
Technological Institute of the Philippines – Quezon City Campus Junior Marketing Association (TIPQC-JMA)	Discover: Ascertaining Realities Beyond Marketing <i>"Modern Media Marketing"</i>	September 30, 2014
University of the Philippines – Diliman Campus Progressive, Responsive, Innovative Movement in Engineering (UP-PRIME)	Engineering Leadership Conference 2014 <i>"Essentials of Being a Leader (Morning Session) and Team Management and Organizational Skills (Afternoon Session)"</i>	September 29, 2014
Laguna State Polytechnic University (College of Business, Management, and Accountancy) and Young Entrepreneurs Society (LSPU-YES)	Trending Business Opportunities for Aspiring Young Business Tycoons <i>"Communication and Customer Service in Business"</i>	September 10, 2014
Pamantasan ng Lungsod ng Maynila Junior Financial Executives (PLM-JFE)	The JFINEX At Its Finest General Assembly <i>"Motivational Talk"</i>	September 9, 2014
MPS Events Management, Inc. and MPS Exhibits Group, Inc.	Company Outing and Strategic Planning <i>"Motivational Talk"</i>	July 28, 2014
Sto. Niño Catholic School (Guidance Office and Supreme Student Government)	Youth and Student Leadership Training <i>"The Heart of a Servant Leader"</i>	July 19, 2014
Colegio de San Juan de Letran Junior Marketing Association (JMA)	LetranJMA General Assembly <i>"Achieving Excellence, Creating Difference"</i>	July 5, 2014
SMART Prepaid of Smart Communications, Inc. and JobsDB in cooperation with Firewire Marketing Consultancy	League of Leaders (LOL) Summit <i>"The Youth Can Bring About Positive Change"</i>	April 11, 2014
Polytechnic University of the Philippines – Sta. Rosa, Laguna Campus Bachelor of Science in	Ethical Marketing: Doing the Right Thing: Doing Things Right <i>"The Ethical Aspects of Marketing"</i>	March 6, 2014

Business Administration Major in Marketing Management Third-year Level Students		
University of Santo Tomas Junior Marketing Association (UST-JMA)	Breakthrough: Making Ideas Work <i>"First Step When Ideas Fail"</i>	February 20, 2014
Rizal Technological University – Pasig Campus Junior Management Society (RTU-JMS)	The LRT Secrets <i>"Common Mistakes Future Leaders Should Avoid Committing in the Future"</i>	November 21, 2013
Chiang Kai Shek College Faculty of Business, Arts, and Sciences Junior Organization	Gearing Up for the Future <i>"Preparing for Life After College"</i>	November 13, 2013
Polytechnic University of the Philippines – Quezon City Campus Vox Nova, Official Campus Student Publication	Campus Journalism 101 <i>"Augmenting Campus Journalism Proficiency – A Catalyst for Change"</i>	November 4, 2013
Polytechnic University of the Philippines – Quezon City Campus Future Business Teachers Organization (PUPQC-FBTO)	One Great Leap Towards a Prolific College Life <i>"How to Handle Academic Affairs, Family Relations, and Time Management"</i>	October 21, 2013
Juan Sumulong Memorial Junior College	Career Guidance Program <i>"Education/Learning Development"</i>	October 18, 2013
Angat Kabataan Taytay, Inc.	Angat Kabataan Leadership Camp 2013 <i>"Servant Leadership"</i>	September 15, 2013
Miriam College Inter-School Business Association and Department of Business Administration of the College of Business	Office Secrets: Be Informed, Be Protected <i>"Sexual Harassment in the Workplace"</i>	February 11, 2013
Rizal Information Officers League (RIOL) in coordination with Rizal Provincial Government and Department of Interior and Local Government Rizal	Business Correspondence Writing Seminar Workshop	December 6 – 7, 2012
Association of Philippine Private School Administrators and Mentors (APPSAM)	2 nd National Student Leaders' Assembly and Talent Fair	July 17, 2012

[Advisory/Consulting Work \(Talent Development, Management, and Small Business\)](#)

Client: Spintel Australia	Project: Establishment of a Redundancy Call Center or Backup Site for the Complaints and Quality Assurance Departments Project Timeline: July 2015 – September 2015
Project: Devised and implemented the corporate planning for the impending set-up of the back-up site for the Complaints and Quality Assurance Departments of the organization	
<ul style="list-style-type: none"> ✓ With the help of partner sourcing and recruitment consultants, filled out the cost sheet of the client for the monthly and daily costs for indispensables, personnel required, infrastructure, and referral fee charging ✓ Cost-Benefit and Investment Analyses for Pure Captive vs Virtual Captive or Offshore Dedicated Center (ODC) ✓ Accomplished and provided the costing reports for both the Recruitment and Corporate Set-up costs of the company. 	
Client: Sophia School for Skills Development, Inc.	Project: Analysis, Design, and Development of a Customized and Industry-aligned Call Center Training Program Project Timeline: October 2014 – March 2015
Project:	

Analyzed, designed, and developed a unique and practical call center training program possesses the following features:

- ✓ Course content and activities are geared towards helping graduates attract, ace, and pass a call, contact center, or BPO company application process
- ✓ Training experience will help graduates land a job in the industry and last long too owing to their acquired knowledge, enhanced skills, and improved attitude and behavior courtesy of the course offering
- ✓ Guarantee education to employment by coming up with a program that is not only aligned with the modern-day demands of the call, contact center, and BPO companies but also ensures learning and having fun at the same time

Client: Spintel in coordination with Phil-Am Outsourcing Solutions, Inc.

Project: KSA Improvement on Customer Experience
Project Timeline: October 2014

Intervention:

Customized a two-week uptraining to enhance target beneficiaries' KSA on ensuring Customer Experience. Performed a post-training pre-Level 3 consultancy in order to ascertain the following recommendations:

- ✓ Supervisor-Agent Coaching and Counseling Sessions focusing on providing callers with the best possible customer experience
- ✓ Weekly or Bi-monthly Coaching Sessions on Customer Service with MSTCS
- ✓ Promotion of a work environment that brings about a positive mentality among employees and a positive outlook towards work
- ✓ Introduction of a work culture that supports employee rewards and recognition
- ✓ Reinforce classroom learning by constantly reminding agents about the whys and the hows of empathy, mutual respect
- ✓ Implementation of regular focus group discussions where employees can discuss their personal challenges dealing with irate customers or deescalating supervisor requests
- ✓ Stress management or relief strategies in cooperation with Human Resources

Client: Spintel in coordination with Phil-Am Outsourcing Solutions, Inc.

Project: New Employee Product Training Curriculum Development
Project Timeline: June – July 2013

Intervention:

- ✓ Collaborated with Sydney, Australia management to analyze, design, develop, implement, and evaluate the company's new hire line training program with the inclusion of Donald Kirkpatrick's Four-level Theory on Training Evaluation (Response, Learning, Transfer, Results)

Client: Spintel in coordination with Phil-Am Outsourcing Solutions, Inc.

Project: KSA Improvement on Communication and Customer Service Refresher
Project Timeline: May 2013

Intervention:

- ✓ Analyzed, designed, developed, implemented, and evaluated a training intervention aimed at reequipping the beneficiaries with higher-level skills on providing excellent customer care over the phone.

[Team and Team Culture Building](#)

Client	Program Need and Target Values	Date of Facilitation
Cristeta Ilaursa Research Services	Teamwork Openness Quality Work Creativity Continuous Improvement Honesty Growth Happiness Professionalism Self-Control	August 13, 2016
Home Sonic Appliance Center (Cenophi Corporation)	Annual Sports Fest	July 20, 2016
Moneyguru Philippines Corporation	Employee Motivation and Inspiration	April 1, 2016

www.MoneyMax.ph	Teamwork	
Streaming Technologies, Limited (Stech, Ltd.)	Teamwork Team Bonding Leadership Having Fun Together	August 27 – 29, 2015
Yamaha Motor Philippines, Inc.	Teamwork Effective Communication Camaraderie Cooperation Coordination	June 12 – 13, 2015
Cemex Philippines (Solid Cement Corporation)	Negotiation Effective Communication Assertiveness Conflict Resolution Leadership Teamwork	May 28, 2015
R-Vent HVAC Solutions, Inc.	Company Loyalty Professionalism Employer-Employee Relationship Effective Communication Integrity	March 21, 2015
Client: Philippine World Travel, Inc. Guests: Nestle Philippines, Inc. and Training and Marketing Professionals, Inc. Venue: Crimson Hotel Filinvest City, Manila	Teamwork Listening Skills Following Instructions Brand Loyalty People Engagement	January 12, 2015
Aspen Pharma Philippines	Teamwork Effective Communication	December 8, 2013
Lenovo Philippines in coordination with EX3M Marketing Specialists, Inc.	Friendly and Healthy Competition	May 23, 2013

Learning Events Organized

Learning Event	Participating Clients	Date
Two-hour Services Preview Training	Students, Professionals, and Business Owners in Laguna, Batangas, and Cavite	June 23, 2016
Enhance the Customer Experience: A Two-batch Three-hour Corporate EnterTraining on Customer Experience Enhancement	Bataan Water District Bataan Hotel and Restaurant Owners Association Heart N Mind Philippine Health Insurance Corporation (Philhealth) Bataan Department of Labor and Employment (DOLE) Bataan Saver's Appliance Depot Etc.	May 14, 2015
Making an I.M.P.A.C.T.™ - A One-day EnterTraining on I.M.P.A.C.T.™, the Modern-day Talent Development Framework	Innodata, Inc.	January 17, 2015
Enhancing English Made Simple: A One-day Seminar on Speaking Great English with a	Armed Forces of the Philippines Polytechnic University of the Philippines	March 29, 2014

Neutral Accent	GHL Systems Philippines RMDC, Inc. Great Minds Integrated Consultancy, Inc.	
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[Leadership and Management Mentoring](#)

[Communication and Customer Service Coaching](#)

[Corporate Event Hosting](#)

Client	Event	Date of Facilitation
Satarah Investment Group, Inc. (Satarah Wellness Marketing)	Mid-year General Members Assembly Venue: The Manor Camp John Hay Trade and Cultural Center	July 2, 2015
HR Network, Inc.	HR Network, Inc. at 15: 15 Years of Teamwork and Success 15 th Anniversary Venue: Luxent Hotel	December 12, 2014

[Talent Acquisition](#)

Current Client is **Hinduja Global Solutions**

[Career Transition \(Outplacement\)](#)

[Business Partnerships](#)

Business Partner	Start Date of Partnership	Partnership
Garcia Legal & Business Consultancy	December 2016	Business Partner
Integrity Training and Business Development	December 2016	Business Partner
Bay Hewitt Learning and Consulting	March 2016	Partner Trainer/Performer and Account Manager for Northern Trust
Starlight Beauty Consultancy	October 2015	Partner Success Mentor
ISOChito Consultancy	May 2015	Independent Contractor for ISO Certification Consultancy
R-VENT HVAC Solutions, Inc.	April 2015	Independent Contractor for HVAC Solutions
HR Network, Inc.	November 2014	Official partner for their employee training and development service
Sophia School for Skills Development, Inc.	October 2014	Business Partner and Partner Consultant for the establishment of a call center training curriculum as an additional offered course in the training school
Ariva! Events Management, Inc.	January 2014	Partner training consultant
Spintel Australia	April 2013	Partner Consultant and Country Representative

[Speakers Bureau:](#)

MSS Business Solutions (formerly) Myron Sta. **Ana Training and Consultancy Services offers, as one of its services and solutions, a speakers, trainers, and consultants bureau branded as the THOUGHT LEADERS PHILIPPINES SPEAKERS, TRAINERS, AND CONSULTANTS BUREAU (TLP).** We are in the service of providing expert resource speakers, training facilitators, diversified consultants, and team building facilitators to clients looking for technical and non-technical or hard skills and soft skills corporate training programs for different industries.

Current List of Speakers and Trainers

Speaker/Trainer/Consultant	Company Name	Core Competencies
Eduardo Teodoro “Jet” Ramos Jr.	<i>Ramos Relations Consultancy</i> ramosrelationsconsultancy@yahoo.com	Language Skills, Soft Skills
Jaimie Estrella-Baluyut	<i>Conference Sales Manager, Informa Middle East</i>	Soft Skills, Voice and Accent
Dhan Andrea “Andy” Sevilla-Shahmardani	<i>Training and Development Manager, Training and Marketing Professionals, Inc.</i>	Soft Skills, Voice and Accent, Leadership and Management
Mai Lorenzo	<i>AimMai Training Services</i> aimmai.trainingservices@gmail.com	Personality Development, Train the Trainer, etc.
Kim Camacho	<i>CKT Dynamic Leaders Training</i> dynamicleaderstraining@gmail.com	Youth and Student Leadership, Youth and Student Motivation and Inspiration, Personality Development, Information Technology, Website Design and Development, Program, System, or Software Development, Database Design and Development, etc.
Marlon Molmisa	<i>Elevaxion Project / Mentors Zone</i> secretariat@kuyamarlon.com	Youth and Student Leadership, Motivation and Inspiration, Business Development
Coach Ronald Esguerra	<i>Success Coach Personal Development and Business Consultancy</i> coachronaldesguerra@yahoo.com	Business Development, Sales Strategies, Marketing, Leadership and Management, Motivation, Parenting, Train the Trainer, Work Attitude and Values Enhancement, Customer Service, etc.
Eckhon Ardito Malig	<i>Independent Training, Speaking, and Consulting Professional</i> eckhonmalig@gmail.com	Train the Trainer, Information Technology, Leadership and Management, Sales, Customer Service, Behavioral, Image Enhancement, etc.
Atty. Erwin Zagala	<i>Legal Access Law Offices / Legal Guide Philippines</i> attyzag@legalguide.ph	Employee Discipline, Corporation 101, Business Registration, Estate Planning, Estate Settlement, Labor Standards, Policy Drafting and Creating, etc.
Jennifer Marianne Reyes-Peralta	<i>Project Becoming Me</i> jenmarianne.peralta@gmail.com	Sales and Marketing, Public Relations, Leadership and Management, Team Building, Personality Development, Interpersonal Communication,

		Intrapersonal Communication, Character Building, Customer Service, Life Skills, Gender Sensitivity, Women and Youth, etc.
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Projects:

Client	Event and Theme	Facilitator Sent
Renaissance Training Center, Inc.	One-day Team Building Program	Eduardo Teodoro 'Jet' Ramos Jr., Ramos Relations Consultancy
National Bookstore	Monthly Learning Session	Marlon Molmisa, Elevaxion Project & Mzone Training Services
Cristeta Ilaura Research Services	One-day Team Building Program	Kim Camacho, CKT Dynamic Leaders Training
Comguild Company	8 th Annual Conference of Advertising, Marketing, and Business Administration Students of the Philippines	Michael Vincent 'Vinci' Glodove, Elevaxion Project
MagnitudEvents	English Proficiency Seminar for Students	Eduardo Teodoro 'Jet' Ramos Jr., Ramos Relations Consultancy

[Guesting and Appearances](#)

Television

Channel/Program	Segment/Topic	Date of Appearance
CNN Philippines: Serbisyo All Access	"Anger Management"	December 4, 2015
TV5: Solved na Solved	"Solved na Solved": "Sexual Harassment in the Workplace"	January 21, 2015
UNTV Channel 37: Good Morning Kuya (GMK)	"Ikonsulta Mo": "Pwde Bang Maging Masaya sa Trabahong Hindi Mo Gusto?"	September 3, 2014
UNTV Channel 37: Good Morning Kuya (GMK)	"Ikonsulta Mo": "Paano Hindi Mabu-bully Dahil sa Itsura Mo?"	July 22, 2014
GMA News TV with Mark Zambrano	GMA News TV All Sports: Guest Boxing Commentator	July 24, 2013

Radio

Radio/Program	Topic	Date of Guesting
DZXL 558 Manila: Paaralan ng Buhay	Nurturing Relationships	December 24, 2016
DZXL 558 Manila: Paaralan ng Buhay	Communication Skills	June 18, 2016
Radyo Inquirer DZIQ 990 kHz AM: School of Life Radio	Excellence	October 25, 2015
DWDD 1134 kHz AM: My Light Radio	Initiative	November 15, 2014
Radyo Inquirer DZIQ 990 kHz AM: Voice of the Youth Radio	Success in Career and Business for the Youth	August 23, 2014
UNTV Radio La Verdad 1350 kHz: Magnegosyo Tayo	Entrepreneurship for Young Filipinos	July 15, 2014

December 2016 - Present	Partner Expert www.CTSolutionsGlobal.com 10 Anson Road, # 26-04, International Plaza, Singapore 079903	
Function <ul style="list-style-type: none"> Is a member of the pool of speakers, trainers, and consultants of the company who appears at company-organized public learning events and outsourced in-house corporate training programs for expert topics assigned to him. 		
Services and Milestones		
Public Learning Events		
Event	Venue	Date of Facilitation
CTS: Shaping Careers & Learning Toward Your Success	Geneva South Room, Somerset Olympia, Makati City, Metro Manila	December 2, 2016

Limitless Power Coach Training and Consultancy, Inc.

October 2016 - Present	Partner Trainer, Speaker and Consultant www.LimitlessPowerCoach.com Ground Floor, L&L Building, Romulo Boulevard, Barangay Cut-Cut 1 st , Tarlac City, Tarlac	
Function <ul style="list-style-type: none"> Is a member of the pool of speakers, trainers, and consultants of the company who appears at company-organized public learning events and outsourced in-house corporate training programs for expert topics assigned to him. 		
Services and Milestones		
Public Learning Events		
Event	Venue	Date of Facilitation
Creating the Ultimate Customer Experience For Your Business	Widus Hotel and Casino, 5400 Manuel A. Roxas Highway, Clark Freeport Zone, Pampanga 2023	October 7, 2016

Aptus Business Solutions

September 2016 - Present	Managing Partner and Senior Consultant for Training and Development www.Aptus.com.ph 12 th Floor, The Trade and Financial Tower, Bonifacio Global City (BGC), Taguig City, Metro Manila
Function <ul style="list-style-type: none"> A business partner of the company in charge of the training and development service and related solutions of the business 	

Customized Training Solutions

June 2016 - Present	Partner Trainer, Speaker and Consultant www.CTSSingapore.com 10 Anson Road, #26-04 International Plaza, Singapore 079903							
Function <ul style="list-style-type: none"> Co-analyze, design, develop, implement and evaluate training programs and other learning and development interventions for the company's clients in the Philippines and abroad 								
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Bay Hewitt Learning and Consulting

Is a leading Philippine provider of business consulting, training and development solutions, and performance management tools for global companies, government and educational institutions, and small to medium scale businesses.

March 2016 - Present	Partner Training Facilitator www.BayHewitt.com Unit 2905, Globe Telecom Plaza Tower 3, Madison Street corner Pioneer Street, Mandaluyong City, Metro Manila 1550																
Function <ul style="list-style-type: none"> Facilitates outsourced in-house corporate training and company-organized public learning events on behalf of the organization and acting as independent contractor. 																	
Services and Milestones Corporate and Non-corporate Training Programs (Outsourced/Inhouse)																	
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Northern Operating Services Asia, Inc. (Northern Trust) on behalf of Bay Hewitt Learning and Consulting	Corporate Training on "Presentation Skills Workshop"	March 16, 2016															

Southeast Asia Speakers and Trainers Bureau

Is the premier provider of quality training and advisory and consultancy services in various areas such as HR and OD, business processes, web solutions, as well as personal coaching on image, branding, and persona profiling.

February 2016 - Present	Associate Trainer www.SpeakersTrainers.com Suite 22C, Level 22, Tower One and Exchange Plaza, Ayala Triangle, Ayala Avenue, Makati City, Metro Manila
Function	
<ul style="list-style-type: none"> ▪ Facilitates outsourced in-house corporate training and company-organized public learning events on behalf of the organization and acting as independent contractor. 	

Starlight Beauty Consultancy

October 2015 - Present	Partner Success Mentor (Partner Personality Development Trainer) Starlight Beauty Consultancy
Function	
<ul style="list-style-type: none"> ▪ Co-designed and co-developed the attitudinal, personality development, and behavioral change training program for technical and non-technical overseas Filipino workers who are about to leave the country. In partnership with almost all recruitment agencies in Metro Manila. ▪ Delivers training to endorsed participants from partner manpower agencies. 	

PDTraining Global Pty. Ltd.

Is a world leading provider of professional development training, cutting edge psychometric profiling, and HR services.

April 2015 - Present	International Partner Training Service Provider www.PDTrainingGlobal.com 44 Market Street, Sydney, New South Wales, Australia 2000	
Function		
<ul style="list-style-type: none"> ▪ Performs learning and development services as a Service Provider or Independent Contractor for local clients in the Philippines 		
Services and Milestones		
<u>Corporate and Non-corporate Training Programs (Outsourced/Inhouse)</u>		
Client	Enter Training Provided	Date of Facilitation
Intelligent Skin Care, Inc. (Belo Essentials) on behalf of PDTraining Philippines	Corporate Training on Presentation Skills	June 3, 2016
Intelligent Skin Care, Inc. (Belo Essentials) on behalf of PDTraining Philippines	Corporate Training on Presentation Skills	May 27, 2016
Intelligent Skin Care, Inc. (Belo Essentials) on behalf of PDTraining Philippines	Corporate Training on Presentation Skills	May 20, 2016
Intelligent Skin Care, Inc. (Belo Essentials) on behalf of PDTraining Philippines	Corporate Training on Presentation Skills	May 13, 2016
B.F. Metal and B.F. Construction on behalf of PDTraining Philippines	Corporate Training on "Building High Performance Teams"	February 20, 2016
The United States of America Embassy – Manila in cooperation with PDTraining	Better Team Communication	October 8, 2015

Global		
International Atomic Energy Agency c/o Philippine Nuclear Research Institute in cooperation with PDTraining Global	IAEA Regional Train-the-Trainer Course on the Safe Transport of Radioactive Materials	July 24, 2015

Globibo Services Private Limited

World-class Language, Training and Event Technology Services

March 2015 - Present	International Partner Speaker and Training Consultant www.Globibo.com 10 Anson Road, 25-08 International Plaza, Singapore 079903
Function	
<ul style="list-style-type: none"> Performs learning and development services as a Service Provider or Independent Contractor for local clients in the Philippines 	

R-VENT HVAC Solutions, Inc.

Equipment sales, mechanical works design, air conditioning system installation, and equipment periodic maintenance in air conditioning and exhaust/ventilation

March 2015 - Present	Partner Human Resources Consultant and Business Partner www.FrostLite.com.ph 36 J. Asilo Street corner Adhika Street, Taytay, Rizal 1920
Function	
<ul style="list-style-type: none"> As a partner Human Resources consultant, he is approached for clarifications and questions regarding tools/processes, laws, methods/techniques/strategies, and theories/concepts regarding Organization Development, Talent Development, Employee Relations, Labor Relations, and Operations. He is also a partner Independent Contract who markets the business to Human Resource Managers who happen to Administration Managers as well for Building and Facilities needs like Air-Conditioning units installation, maintenance, cleaning, and repair. 	

Sophia School for Skills Development, Inc.

Is a SEC-registered company whose primary objective is to provide technical trainings to develop the skills and harness the full potential of its students through hands-on experience and on-the-job training.

October 2014 - Present	Partner Training Consultant and Business Partner www.SophiaSSDI.com 2 nd – 3 rd Floors, CT Edifice Building, Capitol Drive, Barangay San Jose, Balanga City, Bataan
Function	
<ul style="list-style-type: none"> As a partner training consultant and business partner, he designed and developed one of the company's course offerings, the 13-day Call Center Employment Preparedness Program of which net income he enjoys 50%. He is also the company's official trainer when non-technical corporate training programs are requested by client companies in Regions 1 to 3 in Luzon of which net income's 50% he is also entitled to. He also serves as the resident consultant for matters concerning training and development. 	

Sta. Ana Woodworking (SAW)

January 2014 - Present	Sole Proprietor Sta. Ana Woodworking – Contractor Unit B105, 1 st Floor, CX Building, N. Pascual Street, Gregoria Heights, Barangay San Isidro, Taytay, Rizal 1920	
Function		
Management/Leadership	Oversee the daily operation of the business and other business functions and coordinate with partner company, Policarpio Second Hand Lumber and Construction Supply for the production of clients' woodwork/carpentry needs.	
Sales/Marketing	Market the woodwork/carpentry work custom-building service of the business through different channels and liaise potential clients and production for efficient coordination and delivery of service.	
Production	Outsource clients' woodwork/carpentry need to partner company, Policarpio Second Hand Lumber and Construction Supply and monitor their work to ensure quality control and guaranteed customer satisfaction.	
Finance	Utilize the company's earnings for growth and expansion so it could transition to a a full-fledged woodwork/carpentry work contractor	
Projects:		
Client	Project Description	Project Completion
Mrs. Arlene De Leon	Hanging Kitchen Cabinet Under-the-Sink Storage Cabinet at One Oasis Condominiums	January 2015
Mr. John Salvador and Ms. Margaret Tuason	French Doors and Windows at the Edades Tower and Garden Villas	August 2015

Servitop Industrial Engineering Services

November 2014 - Present	Business Partner/Independent Contractor www.ServitopI.wix.com/Baleleng Amayan Street, Quezon City, Metro Manila	
Function		
<ul style="list-style-type: none"> ▪ As a business contractor and independent contractor, his and his company's role is to develop business transactions for Servitop Industrial Engineering Services for their refrigeration, air-conditioning, and restaurant kitchen equipment provision services. In return, the other party will do the same to Myron Sta. Ana Training and Consultancy Services' portfolio of services 		

Serial Entrepreneur

October 2014 - Present	Serial Entrepreneur Several Micro to Small Businesses	
Business Investments		
Business	Nature	Address
Sta. Ana Digital Services	Document Printing, Scanning, and Photocopying	Unit B105, CX Building, Noli Pascual Street, Gregoria Heights,

Sta. Ana Fresh Meat, Vegetables, and Barbecue Store	Meat, Vegetables, and Barbecue	Barangay San Isidro, Taytay, Rizal Gumamela Street, Gregoria Heights, Barangay San Isidro, Taytay, Rizal
Franchise Owner – Bentelog Avenue	Foodcart	Rizal Avenue, Barangay San Isidro, Taytay, Rizal (old Angel Love Emporium)
Angel Kayleh Shop – Boys and Girls Wear	Retail Stall	Rizal Avenue, Barangay San Isidro, Taytay, Rizal (old Angel Love Emporium)

Ariva! Academy, Inc.

ARIVA! A team of Events Management and Market Outsourcing professionals specializing in delivering quality services customized to the clients' unique Corporate Events Needs

January 2013 - Present	Partner Speaker, Trainer, and Consultant www.Ariva.com.ph BetterLiving Subdivision, Barangay Don Bosco, Parañaque City, Metro Manila
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Services and Milestones

[Corporate and Non-corporate Training Programs \(Outsourced/In-house\)](#)

Client	Enter Training Provided	Date of Facilitation
Manila Memorial Park Cemetery, Inc.	Corporate Training on Telephone Etiquette and Skills	August 2, 2016
Torm Shipping Philippines, Inc.	Diversified Soft Skills Training Program: Breakout Session with Independent Contributors "SAME GOALS. SAME STANDARDS. SAME ASPIRATIONS"	November 6, 2015
Maxicare Healthcare Corporation	Corporate Training on Enhancing Customer Experience (Batch 2)	February 15, 2015
Maxicare Healthcare Corporation	Corporate Training on Enhancing Customer Experience (Batch 1)	February 1, 2015
Concepcion-Carrier Air Conditioning	Corporate Training on Problem Solving and Decision Making	July 9 – 10, 2014
Maxicare Healthcare Corporation	Corporate Training on Customer Service Brilliance	June 27, 2014
4B Construction Corporation in cooperation	Corporate Training on Email Composition, Grammar, and Etiquette	May 3, 2014
Marsman Drysdale Travel, Inc. Corporation	Corporate Training on Excellent Telephone Customer Service	April 12, 2014
Marsman Drysdale Travel, Inc. Corporation	Corporate Training on Excellent Telephone Customer Service	March 22, 2014

[Professional Speaking \(Motivational, Inspirational, Keynote, and Resource Speaking\)](#)

Client	Event and Theme	Date of Speech
Ariva! Academy, Inc.	Secretaries and Administrative Professionals Summit 2016 (SAPS 2016): "Essential Elements of Customer Service"	May 5, 2016
Ariva! Events Management, Inc.	Excellent Customer Service Over the Phone and Mastering Telesales: The Keys to Becoming an Effective Telemarketer	February 24, 2016

Ariva! Events Management, Inc.	Excellent Customer Service Over the Phone and Mastering Telesales: The Keys to Becoming an Effective Telemarketer	January 22, 2014
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What Some Past Clients Say About Him

TESTIMONIALS:

Course: TRAIN THE TRAINER

"Being trained by him opened new doors of learning experience. I attended several trainings before but his are the most effective and fun." – [Ms. Maru Eleuterio, Line Trainer at Hinduja Global Solutions, Inc.](#)

Course: PEOPLE SELECTION AND INTERVIEWING SKILLS

"He is an excellent trainer. I have to say he amazes me. He possesses positivity every time he trains, he always sounds enthusiastic and optimistic and his attitude and encouragement are certainly contagious." – [Ms. Chantal Batulan, Lead of Human Resources Testing at Hinduja Global Solutions, Inc.](#)

Course: VOICE AND ACCENT

"He is a wonderful trainer. Among the many trainers that I've been trained by, he is among the few who have really made an impact in the improvement of my English communication skills. He also commands respect and is friendly at the same time. He knows how to motivate his students and it shows in his work that he truly loves his job." – [Ms. Janina Mae Almirez-Diaz, MBA Graduate at Chung Yuan Christian University in Taipei, Taiwan](#)

Course: CUSTOMER SERVICE

"He introduced me to the fundamentals of the BPO industry and taught me the essentials of customer service. He exposed me to various ways on how to improve my communication skills. He is very passionate and determined to make his trainees stay on the right track and that he won't ever let you go unprepared. His method of teaching might be quite unorthodox but that's what keeps the whole class interested and absorb everything in the lecture. I am proud to say he has given me the tools to succeed and I can assure everyone he/she will have the best experience too." – [Mr. Julius De Pano – Works at CSR Building Supplies, Limited in Ontario, Canada](#)

Course: BUSINESS CORRESPONDENCE

"Although a late replacement for our original speaker, nonetheless, he proved in all facets of the seminar that he is truly the right one for the job. His mastery of the topic is exceptional. The methodology used was very much suited for all the participants as well. In fact, camaraderie among the participants was achieved. It was his methodology that made the training educational, informative, entertaining and lively for all. He likewise possesses the conversational proficiency both in English and in Filipino that made the participants comfortable during discussions. We are truly grateful that he shared his given talents, skills, and precious time with all of us. Thank you and we will see you again in the future." – [Mr. Antonio Antazo Jr., Rizal Provincial Information Office](#)

Course: SALES

"Myron's training style is indeed of high quality as he does not only display excellent communication skills but delivers engaging and practical approach in learning as well. He lives up to his mantra of trying to equip people to be the best that they can be in the limited time (and resources) that he's given. Proof that his passion to teach is beyond the material rewards. Best of all, he ensures that learning does not only happen in the training room but most importantly at work and in real life. How?... He extends his service beyond the training period to do an assessment of how the participants fared after the sessions... For FREE! :)" – Ms. Ana Lyn Tapia, Chief Executive Officer of Cygnitel Outsource Solutions, Inc.

Course: SEXUAL HARASSMENT IN THE WORKPLACE

"At the end of the event, I am sure that all the participants gained important knowledge that has equipped them to become more empowered women in the society. Big thanks to Sir Myron. Also, I hope that this will not be the first and the last time that Sir Myron will be a resource speaker for MC IBA. The members would like to expect more interesting and more interactive sessions with him in the future." – Ms. Patricia Anne Tamio, Former Vice President for External Affairs of Miriam College Interschool Business Association 2012-2013 and now an employee at Citibank Philippines

Course: CALL CENTER TRAINING

"I have no hesitation in recommending Myron Sta Ana training and consultancy services to other companies seeking these services. In 2013, I decided to outsource the training of our customer service team to Myron after much research and reviewing of other training companies within the Philippines.

Myron presented me with a comprehensive breakdown of his training agenda and an outline of topics to be covered after he had identified what we expected and reviewed current call recordings conducted by our sales agents. As a result, I felt I had made the right decision even before Myron started the training. That feeling was fully confirmed after Myron and his team completed the first two-week training course.

This was further reinforced by the manager and staff in Cebu, who spoke highly of Myron and his team after completion of the training course."

PAST

Mandirigmang Pinoy Online

The Philippines' First Online Boxing Magazine and #2 Overall Online Boxing Portal

April 2013 – September 2013 5 months	Founding Publisher and Executive Editor www.mandirigmang-pinoy.com
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Function

- Oversaw the daily operations of the website and coordinated the activities of all of its writing staff and national/international contributors

Previous Partnerships

The Boxing Tribune	www.theboxingtribune.com	Michoacan, Mexico
Hot Boxing News	www.hotboxingnews.com	Portland, Oregon, USA
Diamond Boxing	www.diamondboxing.com	
Strictly Business Boxing	www.strictlybusinessboxing.com	
Shuttle Pen Boxing	www.shuttlepenboxing.com	

Previous Staff

Name	Position	Country
Jonathan Cipre	Co-Founder and Media Editor	Philippines
JM Siasat	Co-Founder and Content Editor	Philippines
Maria Rizza Patawaran	News Contributor	Philippines
Katrina Sanchez	Feature Contributor	Philippines
Unofre Pili	Opinion Contributor	Philippines
Mike Angel Lopez	News Contributor	Mexico
Marlon Alejos	News Contributor	Philippines
Nolan Gara	News Contributor	Philippines
Nico Akia	News and Video Contributor	Philippines
Alvin Go	Photographer	Philippines
Anthony Torres	Video Editor	Philippines
Julius Tugay	Video Contributor	Philippines
Pepe Rodriguez	Photo Contributor	Mexico
Bankoku Gurentai	Photo Contributor	Japan/Thailand
Rommel Vincent Enriquez	Cebu Correspondent	Philippines

PhilBoxing

The Philippines' First Boxing Website and #1 Overall Online Boxing Portal

April 2012 – March 2013
11 months

News Contributor
www.philboxing.com

Articles Written

- “Former Philippine bantamweight champion, Rey Las Piñas KOed in Japan” – December 5, 2012
- “Filipinos vs the World ahead of the Filipino-jampacked Pacquiao-Marquez IV card on Sunday” – December 4, 2012
- “Wars Katsumata wins by Knockout in Japan” – November 20, 2012
- “WBO champ Brian Vitoria: One-defense Wonder no more in his impressive victory against Omar Niño Romero of Mexico” – May 13, 2012
- “RP Light Middleweight champ, Marlon Alta wins the vacant WBC Youth Intercontinental 160-lb title last night as Samoan opponent quits in his corner after the 2nd round” – May 13, 2012
- “Vacant IBF Bantamweight title at stake for #1 Vusi Malinga of South Africa and #5 Leo Santa Cruz of Mexico; #3 AJ Banal set aside and might have to wait” – May 4, 2012
- “All eyes and ears on Jonathan Taconing as he challenges WBC 108-lb champ, Kompayak Porpramook of Thailand today” – May 3, 2012
- “Roberto Lerio wins Aussie 118-pound title in Queensland” – April 16, 2012
- Australian-based Filipino, Roberto “Hands of Stone” Lerio fights for the vacant Australian

“Bantamweight belt in Queensland” – April 13, 2012

- “Top Filipino contenders who might become major title world champions this year-Part II” – April 12, 2012
- “Top Filipino contenders who might become major title world champions this year-Part I” – April 10, 2012

Hinduja Global Solutions (Team HGS)

2014 International Business Awards Customer Service Department of the Year | 2014 EMEA Contact Center World Awards Best Large Contact Centre | 2014 European Call Centre and Customer Service Awards Best Large Contact Centre | 2014 CCA Global Excellence Awards Best Outsourcing Partnership Finalist

June 2012 – January 2013 7 months	Operations and Employee Relations Business Partner Hinduja Global Solutions, Inc.
Milestones <ul style="list-style-type: none"> ▪ Spearheaded and implemented strategies and best practices that increased the Human Resources’ compliance with the eSourcing Capability Model for Service Providers’ (eSCM-SP) No-Paper Policy and the more efficient conduct of its primary functions and responsibilities. ▪ Coordinated the year-long analysis of the talent development needs of first-line leaders that led to the determination of the correct and most suitable interventions, which are instrumental to the betterment of their functions’ performance and the correction of their social and leadership skills. ▪ Championed the 100% visibility of the Operations and Employee Relations staff of the Human Resources division that led to a smooth and consistent collaboration with the internal clients. ▪ Increased the turnaround time and service level agreement adherence to 95% - 100% in terms of the administration and facilitation of the Discipline Management process, which led to a marked improvement in the employees’ knowledge, skills, and attitude. ▪ Engineered and re-engineered database management and data mining specifics that facilitated the efficient assessment of employee dynamics which includes but not limited to root causes of attrition and performance/non-performance drivers and other Human Resources operations and employee relations processes and procedures (turnaround time compliance, document management, etc.) ▪ Improved the process concerning implementation of non-availment of Health Maintenance Organizations (HMO) benefits. ▪ Instrumental in enhancing employee experience through role modeling of timely employer-employee feedback management. 	
March 2010 – June 2012 2 years and 3 months	Senior Corporate Trainer Hinduja Global Solutions, Inc.
Milestones <ul style="list-style-type: none"> ▪ Improved candidate interview process documentation and monitoring that contributed to a more accurate recording of feedback in the initial and second interview phases and a more convenient tracking of personal information during the final interview phase. ▪ Established the company’s Near-hire Communication and Customer Service Training Program. ▪ Improved the company’s New Employee Orientation (NEO) in terms of updating internal pool of speakers’ presentations and improving the program’s processes, tools, and documentations. ▪ Established the New Employee Orientation (NEO) program in one of the company’s delivery centers in Iloilo. ▪ Acted as an internal consultant for the enhancement of the Company’s Open University program by re-engineering its tools and documentations, designing; delivering; implementing; and evaluating additional corporate training offerings, improving the current menu of training curricula, and piloting the awareness campaign across all sites ▪ Improved the company’s training programs in the corporate university, HGS University by performing system diagnostics and utilizing such intelligence to revise existing curricula. ▪ Revised and improved several modules that made all curricula with areas for improvement to align themselves with the current talent development needs and business landscape demands. ▪ Improved the corporate university’s Level 3 (Transfer of Learning/Change in Behavior) Training 	

- Evaluation process, tools, and documentation.
- Improved the training specialist-level performance management system for effective, timely, and accurate supervisor-trainer feedback.
- Performed a company-wide survey that improved the implementation of Open University classes so target participants could maximize their availment of the learning avenue.
- Ensured the consistent and perfect compliance of the Corporate Training and Development department with recommendations and requirements of routine internal audits.
- Acted as an internal consultant for the analysis, design, development, implementation, and evaluation of one campaign's Product Specifics training program.

September 2008 – March 2010
1 year and 6 months

Senior Communication and Customer Service Trainer
Hinduja Global Solutions, Inc.

Milestones

- Redeveloped the comprehensive Foundation Training (Soft Skills) curriculum for three campaigns (Customer Response Center and Technical Helpdesk) of a leading provider of commercial transportation, logistics, and supply chain management solutions in North America, Europe, and Asia.
- Enhanced and realigned the Foundation Training (Soft Skills) curriculum for the contact center department of a premier provider of home, home office, and business products as well as industrial solutions in North America.
- Enhanced and realigned the Foundation Training (Soft Skills) curriculum for the contact center department of a personal and business payment, travel, and expense management solutions provider in the United States.
- Also served as strategic, operational, and tactical partner of choice for other projects such as:
 - Nonprofit health policy resource center
 - Global driver risk management company
 - North American window and door manufacturer
 - Multinational conglomerate corporation primarily focusing on electronics, game, entertainment, and financial services sectors
 - 2 Health insurance and care companies
 - Global vehicle buyer-seller linking remarketing platform technology company
 - Not-for-profit health plan provider
 - American multinational telecommunications corporation

Staffright Solutions, Inc.

HR Consultancy, Recruitment, and Training Firm

May 2008 – September 2008
4 months

Associate Communication Skills Trainer
www.staffright.com.ph

Function/s

- Helped in scouting prospective endorsees or candidates to partner call center clients by sitting in the recruitment associates' interviews and helping them assess the endorsees' communication skills coachability.
- Facilitated Near-hire Communication Skills Training for endorsees or candidates on Neutral Accent, Communication and Customer Service Skills, and American Culture, Geography, and Time Zones.

Convergys Philippines Services Corporation

2014 Cable Spotlight Product of the Year for its Convergys Personalized Solution

July 2006 – March 2008
1 year and 8 months

Tier II Customer Care Associate
www.convergys.com

Function/s

- Answered calls of customers inquiring about their bills or statements of account and asking questions about their web hosting, online store/merchant account, customized mailboxes, and business email subscriptions.

Current Professional, Academic, and Community Group Affiliations

Elected Vice President May 2016 – Present	Juan Sumulong Memorial Junior College Alumni Association, Inc. (JAAI)
Elected President February 2015 – Present	Juan Sumulong Memorial Junior College Class of 2002 Alumni Association
Founder November 2014 – Present	Philippines Network of Young Speakers and Trainers (PNOYS)
Member Consultant November 2014 - Present	Lean Management Association of the Philippines (LMAP)
Partner Speaker August 2014 - Present	Umbrella Speakers Bureau www.umbrellaspeakers.com
Member	Association for Talent Development (formerly American Society for Talent Development) (ATD) www.td.org
Member	International Association of Teamwork Facilitators (IATF) www.iatfcommunity.com
Member	Taking I.T. Global www.tigweb.org
Member, Blue Ribbon Panel	International Boxing Organization (IBO) www.iboboxing.com
Member	Quality Brand Philippines www.qualitybrandphilippines.com
Honorary Member	Angat Kabataan Taytay

Professional Certifications

Certification	Certifier	Date Certified
Certified Leading Dimensions Profile Trainer	Leading Dimensions Consulting, LLC (U.S.A.) and PDTraining Global	May 2015
Certified Project Manager – Project Management	Agpaoa, Alviedo, Allas & Associates	July 2011
Certified Supervisor – Basic Supervisory Skills	Hinduja Global Solutions, Inc.	November 2010
The Etiquette Advantage in Business	The Emily Post Institute, Inc.	November 2010

Student and Subprofessional Track Record

COLLEGE

<p>2002 - 2006 Bachelor in Business Teacher Education, BBTE</p>	<p>Polytechnic University of the Philippines – Sta. Mesa, Manila CUM LAUDE (WITH HONORS) – General Weighted Average of 1.53 CONSISTENT PRESIDENT AND DEAN’S LISTER</p>																																								
<p>Milestones</p>																																									
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On-the-Job Training, Subprofessional and Volunteerism Work

Duration	Function and Organization
June 2005 Project-based	Community Organizer and Coordinator I-Gilas Program and Bisita Pilipinas Project
May 2005 – June 2005 1 month	Project Working Staff and Events Coordinator for Taytay, Rizal Kusang Galing Pilipino – Good News Forum
November 2004 – 2006 2 years	Student Assistant Office of the Chief, Community Relations Office and Coordinating Director, NSTP-CWTS
October 2003 – 2006 3 years	Assistant Supervisor Forever Living Products Philippines, Inc. – www.foreverliving.com
November 2003 – February 2004 4 months	Training Assistant Database Wizards (DB Wizards), Inc. – www.wizardsgroup.com
August 2003 – October 2003 2 months	Student Assistant General Accounting Division, Polytechnic University of the Philippines Sta. Mesa, Manila

Speaking Engagements

Group	Event and Theme	Date of Speech
Sanlakas Youth – PUP in coordination with College of Arts, University Center for Human Rights Education (UCHURE), Katipunan ng mga Anak ng Manggagawang Pilipino (KAMPI), and Kabataang Sosyalista (KS)	MEMBER, PANEL OF REACTORS The Crisis of the GMA Government and the People's Alternative	July 21, 2005
Galing Pilipino Movement – National in coordination with Sangguniang Kabataan ng Taytay and Galing Pilipino Movement – Youth Arm	RESOURCE SPEAKER Galing Pilipino Youth Kapihan Kusang Galing Pilipino “Active Youth Volunteerism”	June 11, 2005
Galing Pilipino Movement – National in coordination with Galing Pilipino Movement – Marikina Chapter and Marikina City Local Government	RESOURCE SPEAKER Galing Pilipino Youth Kapihan Galing Pinoy Sports “Active Youth Volunteerism”	April 30, 2005
College of Science	RESOURCE SPEAKER Faculty Development Seminar Motivating and Enhancing Student Learning “What Kind of Learning do Students Need? What Type of Teaching Technique is Best Applicable for Productive Learning? What Kind of Teachers Do Students Need?”	?

Radio Guesting

Radio/Program	Topic	Date of Guesting
DZME 1530 kHz: Voice of the Youth Network Radio Program – Lakas Kabataan, Tinig Kabataan	Classroom Learning vs Experiential Learning	Between 2005 and 2006

Certifications Acquired as a Student

Certification	Certifier	Date Certified
Certificate of Commission, Certified S-Leader (Servant Leader)	The Potter's Leadership Academy	April 2005
Certificate of Completion, Certified Lector/Commentator	University Campus Ministry (UCM), Polytechnic University of the Philippines Sta. Mesa, Manila	September 2004
Certificate of Completion, Qualified Trainer (Training of Trainers)	PCCLHS 1969 Alumni Association, Inc., Committee on Higher Education (CHED), IVP Philippines Alumni Foundation, Inc., and the College of Office Administration and Business Teacher Education (COABTE) of the Polytechnic University of the Philippines Sta. Mesa, Manila	September 2002

Scholarships Earned

Scholarship Grant	Organization
Kindred Pillars Scholarship Grant	Office for Scholarship and Financial Assistance (OSFA), Polytechnic University of the Philippines Sta. Mesa, Manila
Department of Science and Technology (DOST) Scholar	Department of Science and Technology

Key Student Affiliations (Senior Year)

Member	Youth Creating Digital Opportunities (YCDO) International
Officer-in-Charge Key Leader A.Y. 2005 – 2006	Galing Pilipino Movement National Youth Arm
University Project Coordinator A.Y. 2005 – 2006	Galing Pilipino Movement – Polytechnic University of the Philippines Chapter
Participants Coordinator to University of the Philippines Harvard Project for Asian and International Relations and National College of Public Administration and Governance Student Council	National Congress for Good Governance (NCGG)
Founding Chairman A.Y. 2005 – 2006	Federation of College of Office Administration and Business Teacher Education Student and Youth Organizations (F4-COABTE)
President A.Y. 2005 – 2006	College of Office Administration and Business Teacher Education Student Council
Founding President A.Y. 2005 – 2006	College of Office Administration and Business Teacher Education (COABTE) Honors Society and Academic Club
Founding Chairman and Trainer A.Y. 2005 – 2006	College of Office Administration and Business Teacher Education (COABTE) Debate Society
President, Junior Board A.Y. 2005 – 2006	Kapatiran ng Talino at Galing (KATAGA)

Officer-in-Charge A.Y. 2005 – 2006	Students for Education, Extension, and Development Services (SEEDS) – Student Political Arm of Students’ Actions Vital to Environment and Mother Earth Movement (SAVE ME)
News Editor A.Y. 2005 – 2006	The Key, College of Office Administration and Business Teacher Education (COABTE) Official Student Publication

HIGH SCHOOL

1998 - 2002	Juan Sumulong Memorial Junior College – Taytay, Rizal CONSISTENT OUTSTANDING CLUB MEMBER FOR EXTRA-CURRICULAR ACTIVITIES
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EMENTARY

1989 - 1998	Lords Jewels Christian School – Taytay, Rizal CLASS VALEDICTORIAN
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Corporate Training Topics Offered:

Train the Trainer:

Training Needs Analysis – Instructional/Curriculum Design – Training/Support Materials Development – Implementation (Presentation Skills, Platform Skills, Facilitation Skills, Crowd Control/Classroom Management) – Training Evaluation/Post-Mortem

Leadership/Management

Basic Supervisory Skills – Coaching and Counseling – Performance Management – Team Diagnosis – Team Building – Team Culture Building – Project Management – Career Planning/Pathing – Managing vs Leading – Effective Teamwork in the Workplace – Leadership Styles

Enabling Courses/Success Skills

Time Management/Stress Management/Creative Thinking/Critical Thinking/Basic Problem Solving and Decision Making/Facilitating Successful Meetings

Communication

Effective Communication – Negotiation Skills – Persuasion - Assertiveness – Business Correspondence – Pronunciation – Grammar – American Accent – Accent Reduction – Accent Neutralization – American and Canadian Time Zones/Geography/Culture

Customer Service

Telephone Etiquette – Perfect Customer Service – Telephone Skills – Positive Scripting/Phraseology – Pacifying an Irate Customer – Service with a Smile