

SIMONNE TSIDKENU M. MADLOS

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Lumbia, Cagayan de Oro City, Philippines

Human Resource Operations Support | Data Analysis and Interpretation using SPSS | Proficiency in Psychological Terminology | Academic and Scientific research writing



EDUCATION

Bachelor of Arts in Psychology | Mindanao State University - Iligan Institute of Technology (MSU - IIT) Aug 2021 - June 2025

- Scholastic Achievement: Magna Cum Laude
- CGPA: 1.21
- Conducted scientific thesis research utilizing a moderation model to examine how locus of hope influences the relationship between internalized transphobia and life satisfaction among transgender and non-binary adults.

WORK EXPERIENCE

Human Resource Management | Department of the Interior and Operations Intern **Local Government - Region X** June - July 2024

- Supported the HR team in the full recruitment and selection process by managing applicant tracking spreadsheets, administering test assessments, coordinating interview sequence, and preparing appointment proclamations.
- Managed archival and records management tasks independently with minimal supervision, demonstrating strong organizational skills and attention to detail.
- Utilized email platforms in organizing current and incoming emails to ensure timely responses and proper document archiving.

Customer Service Representative Non-Voice | Propichain Finance Dec. - March 2025

- Handled customer inquiries and concerns through chat (Live Chat & ZohoSalesQ) providing timely, clear, and empathetic responses.
- Relayed customer issues via data entry for real-time and prompt follow-up.
- Reassured customers by offering clear explanations and solutions, helping to build trust and maintain satisfaction even when addressing urgent concerns.

ORGANIZATIONAL EXPERIENCE

3rd year Block Representative | Psychology Society Aug 2023 - May 2024

Executive Secretary | MSU-IIT College of Arts and Social Sciences Executive Council Aug 2021 - May 2022

SKILLS

- Research Skills
- Communication
- Attention to detail
- Organization
- Customer Service
- Digital Literacy
- Data Entry

REFERENCES

AGNES ENYA LORRAINE E. MONTE DE RAMOS, RN, MPSI
Administrative Officer V (HRMO III)
Head, Human Resources Management Office | DILG Region X
(0917) 159 3552 | agnesedio29@gmail.com

ASSOC. PROF. JENNIFER GAY E. CARPIO, PHD, RPSY
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