

# LIBERALE FULVIA G. MASCARIN

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## EXPERIENCE

Department of Agrarian Reform  
**Legal Assistant I**

Sorsogon City, Philippines  
January 2023 to May 2026

- Acted as the first point of contact for client concerns and inquiries, conducting initial assessments to facilitate appropriate steps and ensure seamless progression.
- Coordinated with government offices, barangay officials, and stakeholders for project engagement and official correspondence, facilitating effective collaboration and timely project implementation.
- Reviewed existing individual case folders, legal documents, and investigation reports alongside the initial assessment of client's concern in order to evaluate the appropriate case action to be filed.
- Drafted affidavits, deeds, and supplemental reports to support case documentation.
- Prepared petitions and case briefs following the final evaluation of the appropriate legal action, supported by legal research and case analysis to ensure accurate and well-founded filings.
- Filed complete case folders to the appropriate tribunal, ensuring compliance with legal processes.
- Recorded and maintained client information, case data, and supporting annexes and/or attachments to ensure organized case records for efficient retrieval and processing.
- Maintained strict confidentiality of client information and case records, ensuring secure and proper handling of sensitive case data.
- Consistently met the monthly target of 10 cases for filing under the project, contributing to the achievement of the project's annual filing target.
- Utilized Microsoft Office applications, CRM platforms, and communication tools to support documentation, workflow efficiency, and service delivery processes.

Quantrics Enterprises Inc.  
**Customer Service Representative**

Naga City, Camarines Sur  
January 2022 to December 2022

- Recognized as a top performer for consistently meeting performance targets while maintaining high client satisfaction and service quality standards.
- Provided comprehensive client support by assessing concerns, troubleshooting issues, and explaining relevant products and procedures to ensure accurate guidance and resolution.
- Resolved client concerns efficiently and professionally, applying problem-solving and conflict resolution skills to ensure appropriate and timely outcomes.
- Managed high-volume client interactions while maintaining accuracy, attention to detail, and strict adherence to established policies and procedures.
- Documented client interactions and maintained accurate records using CRM systems and internal databases, ensuring proper case tracking and complete follow-through.

## EDUCATION

Aemilianum College Inc.  
***Juris Doctor***

Sorsogon City, Philippines  
August 2023 to April 2026

Bicol University  
***Bachelor of Arts in Sociology***  
Cum Laude

Daraga Albay, Philippines  
August 2019 to July 2023

## CERTIFICATIONS

**Certified Human Resource Associate (CHRA)**  
**Clinical Legal Education Program Level 1 Certification**

## SKILLS

**Technical:** Microsoft Office Suite (Word, Excel, PowerPoint), Google Workspace, CRM/document management systems, VoIP systems, Canva

**Administrative & Case Management:** Client intake, case file management, legal/administrative correspondence, data entry, and email support

**Core Competencies:** Confidentiality, attention to detail, time management, communication, organization