

Elmer F. Corpus



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A Resilient, dynamic and results-focused HR leader with over 20 years of extensive experience in human resources management, operational excellence, and employee engagement across multiple industries.

I am eager to leverage my broad expertise in strategic HR initiatives, performance management, and organizational development to create a positive workplace culture and drive business success in a forward-thinking organization.

Committed to enhancing workforce capabilities, I aim to implement innovative solutions that align with organizational goals while promoting employee satisfaction and retention. I look forward to making meaningful contributions to a collaborative team and supporting sustainable growth and success.

SKILLS:

Team Engagement and Collaboration <ul style="list-style-type: none">● Team Engagement Activities / Collaboration● Cross-Functional Collaboration● Collaborative Engagement with Stakeholders	Data Analysis and Reporting <ul style="list-style-type: none">● Data and Trends Analysis● Data-Driven Insights● HR Systems and Reports
Diversity and Inclusion <ul style="list-style-type: none">● Inculturation in company● Social Perceptiveness	Customer Service Orientation <ul style="list-style-type: none">● Internal/External Customer Service● Service Excellence / Assurance
Labor Relations and Compliance <ul style="list-style-type: none">● Philippine Labor Relations Expertise● HR Compliance (Corporate and Legislative)● Policy Development and Compliance● Local/Global employment compliance	Health, Safety, and Governance <ul style="list-style-type: none">● Health and Safety Programs● Environment and Social Governance● Occupational Safety and Health
Policy Management <ul style="list-style-type: none">● Employee Manual Development● Code of Conduct Implementation● Policy Improvement	Leadership Skills <ul style="list-style-type: none">● Leadership Development● Leadership of HR Business Partners● Succession planning/completion

Organizational Development <ul style="list-style-type: none"> Organizational Development Strategies Succession Planning Set-up of New Departments 	Automation and Process Improvement <ul style="list-style-type: none"> HR Automation Automation of Processes Standard Operating Procedures
Employee Engagement <ul style="list-style-type: none"> Employee Recognition Initiatives Awards and Recognition Employee Rapport/Avenues of open communication Employee Surveys and feedback Action setting based on feedback 	Legal and Compliance Support <ul style="list-style-type: none"> Legal Partnership Due Diligence Support Employment Contracts (Global) Audit Excellence Audit Compliance
Recruitment and Talent Management <ul style="list-style-type: none"> Recruitment Strategies, Sourcing, and Selection Employee Engagement and Retention 	Global HR Exposure <ul style="list-style-type: none"> Global HR Expansion International Hiring Regional Compliance
Conflict Resolution <ul style="list-style-type: none"> Conflict Resolution and Management Disciplinary Process Creation Process documentation and monitoring 	Performance Management <ul style="list-style-type: none"> Performance Management/Appraisals Performance Management Systems Feedback and Coaching
Operational Management <ul style="list-style-type: none"> Operations Management Budget Administration Operational Efficiency 	Attrition Management <ul style="list-style-type: none"> Attrition Reduction Attrition and Absenteeism Management
Training and Development <ul style="list-style-type: none"> Training Program Design and Implementation Training Needs Analysis Staff Training and Development Post Training Evaluations - Performance Reviews 	General Management <ul style="list-style-type: none"> Strategic Planning ISO Mentor/Coach Customer/Stakeholder focus

EMPLOYMENT HISTORY:

Contract Relations Manager (Human Resources Manager) Jan 2025 to Present

Wingman Group

- Redesigned and rewrote all Human Resources policies using a new template and style to enhance clarity, consistency, and usability across the organization.
- Established and implemented a fair and culturally appropriate disciplinary process tailored for an international workforce, ensuring compliance with diverse legal standards and promoting equitable treatment.
- Review and reconstruction of HR policies, significantly contributing to the design and implementation of comprehensive HR automation systems encompassing onboarding and offboarding, performance reviews, employee database management, and discipline processes.

- Contributed to the organizational development of the company by driving initiatives that enhance structure, culture, and overall workforce effectiveness.
- Developed comprehensive job descriptions, implemented position leveling frameworks, and conducted salary benchmarking to support talent management and competitive compensation strategies.

Head Human Resources (Jan 2025 to Jun 2025)

Smarthouse Corp (Construction Company)

Successfully initiated and led programs that boosted employee engagement, optimized operational efficiency, and strengthened workforce skills, thereby fostering a positive organizational culture and driving operational excellence. Duties are focused on creating

- Streamlined HR operations, enhancing efficiency and service delivery across the organization.
- Developed and executed a comprehensive HR Get Well Plan, from the establishment of a New HR Structure, transforming the HR function from non-existent to fully operational. This included establishing Total Rewards and Compensation systems, implementing end-to-end payroll processing, ensuring legal and HR compliance, strengthening labor relations, and overseeing administrative and facilities setup for drivers, utility, and security teams.
- Created and implemented a comprehensive recruitment system from sourcing strategies to selection, including contract revision.
- Revised and modernized all outdated HR policies and procedures to ensure full compliance with Philippine labor laws.
- Implemented a new Code of Conduct and Discipline Policy, reinforcing organizational values and establishing clear behavioral standards.
- Implemented risk reduction initiatives for purchasing and construction operations across the region.
- Ensured the compliance of government-mandatory benefits and solved the issues attached to this from the past leadership.
- Trained all HR personnel for alignment of Job Descriptions and Roles/KPIs based on the new direction and goals of the Department and of the Company.

Head Staff Support (March 2021 to August 2024)

Cloudstaff Modern Workforce

Successfully set up and led initiatives that fostered employee engagement, streamlined operations, and enhanced workforce competency, contributing to a positive organizational culture and operational excellence. Generally, the responsibilities are around; help desk implementation, ISO compliance (Documentation and passing of all audits), performance management, job description - development and enhancement, training - program and design, succession planning, resource speaker, leadership development, optimization of all operating procedures - department to global scopes), cross department collaboration, awards and

recognition, gap analysis, implementation of a new disciplinary process, staff/executive/client escalations and resolution.

- **Department Establishment:** Spearheaded the creation of the Pioneer Staff Support Department, enhancing employee engagement through targeted activities and touchpoints that address individual and team concerns in collaboration with various business units.
- **Help Desk Implementation:** Operationalized a 24/7 Company Help Desk team to promptly resolve staff inquiries and issues, ensuring a responsive support system for employee needs.
- **ISO Compliance:** Developed an Integrated Management System compliant with ISO 27001 standards, including all necessary documentation such as functional goals, risk registers, and asset registers. Successfully passed all internal and external audits for the ISO 27001 system in 2023.
- **Performance Management:** Defined key result areas and key performance indicators for all business units within the department, ensuring alignment with organizational goals.
- **Job Description Development:** Created comprehensive job descriptions for positions ranging from rank-and-file to senior managerial roles, clarifying expectations and responsibilities.
- **Training Program Design:** Designed and implemented training programs on customer relations, discipline management, coaching, and performance management for all staff, enhancing overall workforce competency.
- **Leadership Development:** Trained support staff for leadership roles, successfully promoting individuals to Team Leads, Supervisors, and Managers.
- **Standard Operating Procedures:** Set up standard operating procedures and reports across all operations, streamlining processes and enhancing report analytics, including the formation and interpretation of survey questionnaires.
- **Operational Efficiency:** Streamlined operational processes across all business units, resulting in reduced costs and increased productivity.
- **Cross-Department Collaboration:** Created inter-departmental influence through standardized reporting templates and data storage, easing changes in operational processes and enhancing staff competencies.
- **Feedback and Coaching:** Garnered high positive feedback by ensuring teams addressed staff needs effectively and received coaching to prevent future issues.
- **Gap Analysis and Improvement:** Coached Team Leads in analyzing gaps and improvement areas, leading to Sigma Yellow Belt certification for team leads.
- **Awards and Recognition:** Created and presented the fourth consecutive bid for HR Asia's Best Places to Work, following three consecutive awards in special categories.
- **Automated Attendance Monitoring:** Implemented an automated system for monitoring attendance infractions, increasing efficiency and accuracy in reporting to stakeholders.
- **Synergy Program Development:** Developed a constructive collaboration program for Pioneer Team Leads, providing a baseline of skill sets and competencies for all Team Leads in the company.

- **Help Desk Staff Development:** Increased Help Desk staff competency from rank-and-file to pseudo-Team Lead status, focusing on coaching and re-writing job descriptions to create a new tiering system.
- **Disciplinary Process Creation:** Developed a discipline process involving non-HR personnel in the issuance of disciplinary actions, promoting a collaborative approach to employee management.

Global Head Human Resources (Mar 2019 to Mar 2021/Feb 2022 to Feb 2024)

Cloudstaff Modern Workforce

As the Global Head of Human Resources, I have successfully led transformative initiatives that enhance organizational efficiency, employee engagement, and global HR practices. Through the implementation of HR Operations streamlining and automation, strategic succession and compensation, performance management, and the establishment of consistent HR processes across regions, I have contributed to the company's growth and success while fostering a positive and productive work environment for employees worldwide.

- **HR Automation:** Created and implemented the automation footprint for each business unit in Human Resources (5), enhancing departmental efficiency and productivity.
- **Compensation and Performance Management:** Set up the company's compensation strategy and performance management system, aligning IT and non-IT total rewards programs to ensure fairness and consistency.
- **Job Titling and Equivalency:** Created position titles and equivalency across the organization for IT, Support Staff, and Engaged Staff, providing clarity and consistency in roles and responsibilities.
- **Employee Engagement and Retention:** Improved employee management programs to enhance workforce engagement and retention through the restructuring of the HR department, having a retention rate of approximately 98%
- **Family Welfare Program:** Developed and executed the company's Family Welfare Program, addressing the holistic needs of employees and promoting work-life balance. These are but not limited to having an above standard Medical Team (3 MDs and a Psychiatrist with the corresponding nurses and equipment) as well as handling the HMO service delivery from HMO suppliers.
- **Onboarding Program:** Designed and implemented a comprehensive onboarding program for new hires, including a seamless handover from the recruitment team, ensuring a smooth transition for new employees.
- **Succession Planning:** Created and implemented succession plans for all HR and IT identified leaders, ensuring an increase in capability and competence that focuses on contributing to the overall goals of the company.
- **Legal Partnership:** Collaborated closely with the Legal team to create and edit employment contracts, ensuring legal compliance and protection for the organization.
- **Committee Establishment:** Set up key cross-functional committees, including the Occupational Safety and Health (OSH) Committee, Environment and Social Governance

(ESG) Committee, and Compliance Department, to promote a culture of safety, sustainability, and ethical practices, policymaking, operations, and compliance.

- **Policy Contribution:** Contributed to the company's policy-making initiatives, ensuring alignment with industry best practices in areas such as the Code of Conduct, Employee Manual, DTR-related Policies, and overall handling of Disciplinary Cases.
- **Due Diligence Support:** Competed and presented to new investors due diligence requirements, including ESG installation providing valuable HR insights and data to support informed decision-making.
- **Global HR Expansion:** Set up the Global HR process into teams with the UK, India, Colombia, and the US while keeping operations in Australia, New Zealand, and the Philippines, ensuring consistent HR practices across regions.
- **International Hiring:** Created employment contracts for international hires in the countries mentioned above, ensuring compliance with local labor laws and regulations.
- **Regional Compliance:** Coordinated the start-up of operations in new regions by partnering with Solution Providers to ensure regional compliance.
- **Global Documentation:** Created critical documentation (Legal Compliance) for all staff in the Regions of Operation, setting up standards that are common in the Philippines and how these are interpreted in other regions.
- **Regional Enculturation:** Enculturated the regions with Philippine practices, ensuring that the processes are consistent while considering local legislation, including rolling out Employee Manuals per region that align with a global employee manual.
- **Attrition Reduction:** Implemented initiatives to address attrition from the IT department, reducing it from 30% to 5% through engagement initiatives, review, and implementation of total compensation packages.
- **Global Support Teams:** Implemented support teams for staff outside the Philippines, ensuring the adoption of processes in a global environment, including Industrial Relations, Compensation and Benefits, Country Labor Compliance, and Occupational Safety and Health.

Manager / Site Lead HR (Feb 2017 to Feb 2019)

OCWEN Business Solutions Incorporated

As the HR IT Engagement and Operations Lead, I successfully implemented initiatives that enhanced employee collaboration and engagement, streamlined compensation and benefits processes and issues, ensured compliance with regulations, and fostered continuous development within the HR team, implementation of global HR Practices and Policies contributing to overall organizational effectiveness and a positive workplace culture.

- **HR Engagement Partnership Initiatives:** Set up collaborative initiatives with the IT team to implement soft skills training for supervisors, enhancing their ability to effectively manage and engage their teams.
- **Attrition Reduction Program:** Developed and implemented a program to reduce employee attrition and showed a communication system between HR and the IT team, resulting in a highly engaged workforce.

- **Site Lead Responsibilities:** Assumed the role of Site Lead, where I set up new processes to improve the accuracy and turnaround time of compensation and benefits operations.
- **Policy Development and Compliance:** Reviewed, drafted, and rolled out new HR policies to ensure compliance with the Department of Labor and Employment (DOLE) requirements and other government legislation.
- **Staff Training and Development:** Continuously trained reporting staff and aligned HR strategies with global direction, focusing on strategic partnerships, labor relations, and data analysis.
- **Learning Program Enrollment:** Enrolled reporting staff in a comprehensive learning program to enhance their skills and knowledge, fostering professional growth and development.
- **Audit Compliance:** Achieved zero findings during internal and external audits for ISO 27001 (Information Security) and ISO 22301 (Business Continuity Planning), receiving incredibly positive feedback and observations from auditors.

HR Business Partner (Dec 2013 to Oct 2016)

Arvato BERTELSMANN (Clark, Pampanga) – now Teleperformance

As the HR Start-Up Operations Manager, I successfully established and managed HR start-up operations, ensuring compliance and operational excellence while fostering a high-performance culture. My data-driven approach and focus on employee engagement led to significant improvements in retention and satisfaction, contributing to the overall success of the organization.

- **Establishment of HR Start-Up Operations:** Largest Full-Time employees for the company of approximately 1800 staff (average Arvato site was 300 FTE) Spearheaded the successful launch of HR operations, focusing on compensation and benefits, labor relations, and comprehensive policy development and review.
- **Audit Excellence:** Achieved flawless results in all client audits (CCA, ISO, Verego, EY), showing a commitment to compliance and operational excellence.
- **Data-Driven Insights:** Leveraged data-driven analysis to give strategic insights to site leadership, enhancing employee engagement activities and contributing to low attrition and high retention rates.
- **Performance Management Systems:** Eased the creation and implementation of performance appraisals, scorecards, performance improvement plans, and compensation plans, fostering a culture of high performance within the organization.
- **Employee Satisfaction Initiatives:** Recognized for driving a measurable increase in employee satisfaction and endorsement, with existing staff actively referring external candidates, reflecting a positive workplace culture.
- **Organizational Development:** Created the HR Site Structure to adapt to the need of the local legislation and ensure alignment of roles with the Global HR.

StarTek Philippines Incorporated (Sep 2011 to Jan 2013)

Manager, Human Resource (ETON Ortigas)

Successfully led and completed initiatives to manage attrition and absenteeism, developed a high-performance culture, and scaled HR services to meet the needs of a rapidly growing organization. My leadership and training efforts contributed to significant employee engagement and satisfaction, as well as the professional growth of HR team members.

- **Attrition and Absenteeism Management:** Set up a collaborative approach to address attrition and absenteeism by conducting comprehensive analyses, partnering with operations, and implementing action plans to support metrics within threshold levels.
- **Leadership of HR Business Partners:** Successfully managed a team of eight HR business partners on-site, ensuring high satisfaction levels among accounts and delivering value-added HR services across all channels.
- **HR O-Plan Implementation:** Spearheaded the HR O-Plan, focusing on developing a performance-driven culture aligned with business goals and implementing reward and recognition programs to motivate employees.
- **Scalable HR Services:** Ensured HR service levels met the demands of rapid growth, scaling from approximately 600 FTE to around 3,000 while keeping prominent levels of employee engagement and satisfaction.
- **Training and Development:** Trained HR business partners on account administration and management, resulting in the promotion of three out of the eight partners to HR Manager positions, enhancing the overall capability of the HR team.

Manager, Human Resources (May 2008 – August 2011)

SiTEL Philippines Corporation – Baguio City and Metro Manila now Foundever.

As a Regional HR Manager, I successfully implemented strategic initiatives that enhanced compensation structures, improved service quality, and minimized attrition rates. My leadership in HR operations and employee sourcing strategies contributed to the overall success of the organization, earning recognition for excellence in support operations and fostering a culture of customer-centricity.

- **Salary Structure Implementation:** Successfully defended and implemented a new salary structure for the region through comprehensive market vendor analysis, presenting recommendations to senior management and overseeing the execution of the new compensation plan.
- **Service Assurance Target Achievement:** Reached an Approved Service Assurance Target (ASAT) rating of approximately 97% by delivering high-quality and proactive service to both internal and external customers, ensuring compliance with all corporate and statutory requirements across sourcing, recruitment, employee relations, development, and rewards.
- **Attrition Management:** Achieved the lowest attrition rate in the company, averaging 1% per month, by effectively managing and reviewing attrition data at the site level and implementing necessary remedial actions to enhance employee retention.

- **Employee Sourcing Strategies:** Established brand marketing strategies for employee sourcing, including talent acquisition for professional and agent roles, and developed partnerships with third-party organizations, government entities, and universities to build a pipeline of prospective employees.
- **Special Projects and Awards:**
 - **Market Vendor Analysis:** Conducted comprehensive market vendor analysis and clinic studies to inform HR strategies and initiatives.
 - **HR Operations Management:** Managed HR operations for two sites (Metro Manila and Baguio), performing all responsibilities outlined above to ensure consistent HR service delivery.
 - **Regional HR Leadership:** Served as the regional point of contact for HR in Northern Luzon and led HR start-up operations for Baguio 3, setting up foundational HR practices in new locations.
 - **Received a Special Citation for Excellence in Support Operations** from First Data Corporation / Capital One.
 - **Awarded the WACTEO** (We Are Customers to Each Other) distinction, a prestigious recognition from RCN.

Assistant Vice – President (Apr 2006 – Feb 2008)

Informatics Holdings Philippines Incorporated

Franchised Centers Category – Center Support and Compliance Group / Baguio City
 Innovated and implemented to completion revenue streams that achieved significant growth in royalty collections and franchise revenues. My strategic focus on operational excellence and stakeholder collaboration led to improved performance metrics and a revitalization of underperforming sites, contributing to the overall success of the organization.

- **Revenue Stream Creation:** Developed a new revenue stream for the company through the "Free Training, Sure Job" concept, targeting near-hires in the BPO industry and increasing revenues by approximately 40%.
- **Royalty Collection Achievement:** Met the previous year's royalty collection target by September 2006, ending the fiscal year with a 260% increase in royalty collections, exceeding the target by 30%. Achieved 95% of revenue targets and 80% of EBITDA targets.
- **Franchise Revenue Growth:** Increased revenues from franchised centers by approximately 15% compared to the previous year by providing training and coaching in performance and business reviews, as well as action plans. Collected approximately 90% of all franchise fees in the area through master franchise support services.
- **Master Franchise Operations:** Implemented 100% of master franchise operations, marketing, and academic standards by influencing key stakeholders, including managing directors, deputy directors, center managers, department heads, and front-line personnel. Focused on achieving key performance indicators to meet business and operational targets.

- **Site Performance Improvement:** Resurrected the failing performance of the Baguio site, transforming it into a positive performing location through strategic interventions and support.

Asst. Director-Start-up Operations South/ North Luzon (Jun 1998 – Mar 2006)

Informatics Holdings Philippines Incorporated

As a Franchise Operations Manager, I effectively led the delivery of franchise operations and training while managing comprehensive HR functions. My strategic focus on cost reduction and operational excellence resulted in significant financial savings for franchisees and set up a record of accomplishment of high performance across multiple centers.

- **Franchise Operations and Training:** Delivered 100% of franchise operations and training across all regions, ensuring the collection of franchise fees and providing comprehensive support services in operations, marketing, sales, training, and development as the primary point of contact for investors.
- **Human Resource Management:** Managed all human resource-related duties, including training, implementation of company policies, administration of compensation and benefits, sales operations and management, team building, discipline management, and employee engagement initiatives.
- **Cost Reduction Initiatives:** Successfully reduced capital expenditures for franchisees by approximately 20% while meeting all operational goals for the center, optimizing resource allocation and financial performance.
- **Performance Excellence:** Established the best-performing cluster of centers in terms of revenue and operations for all eight years of operations, consistently achieving top performance metrics.

Sr. Center Manager/Area Head North Metro Manila (Jun 1996 – Mar 2000)

Informatics Holdings Philippines Incorporated

As a Center Manager, I successfully led the start-up operations of SM North EDSA and Sta. Lucia East Grand Mall, achieving record sales and academic excellence. My leadership resulted in numerous awards, including Best in Academic Operations, Best in Marketing Operations, and Center of the Year. I also represented the Philippines internationally at the Informatics Conference in Singapore and turned around underperforming centers to positive performance. My achievements as a model start-up center manager, with the highest sales and exceeding budget targets, demonstrate my ability to drive operational excellence and financial success.

- **Start-Up Operations Leadership:** Spearheaded the launch of Sta. Lucia East Grand Mall, achieving record sales averaging 1 million pesos per month for the new center.
- **Academic Excellence:** Led the multi-awarded center to academic excellence, attaining the highest passing rates for international exams and earning recognition as Best in Academic Operations, Best in Marketing Operations, Best in Financial Operations, and Center of the Year among 15 centers nationwide.
- **Awards and Recognition:** Received several Center Manager of the Month awards and a 5-year loyalty award. Recognized as a finalist for the Manager of the Year award.

- **International Representation:** Represented the Philippines at the Informatics International Conference in Singapore to share success stories under franchising and center operations.
- **Performance Turnaround:** Turned around SM Megamall from diminished revenues and operations to a positive performing center, stabilizing center operations.
- **Model Start-Up Center:** Established the model start-up center, achieving the highest sales performance and exceeding budget targets by approximately 30%.
- **Award Achievements:** Received 11 out of 15 awards, including **Best in Academic Operations, Best in Services Operations, and Center of the Year.**
- **Financial Performance:** Recorded 1.3 million Philippine pesos in profits and returned a 1 million contingency fund, which was later reclassified as capitalization.

Assistant Center Manager (Jan 1995 – Jun 1995)

Informatics SM Mega Mall

Demonstrated a track record of driving sales growth, expanding student enrollment, and implementing effective cost-saving measures. My leadership in training and developing department heads, as well as my ability to support product launches and marketing efforts, have contributed to the overall success of the organization. I am skilled in managing center operations, ensuring customer satisfaction, and developing innovative systems to streamline processes and improve efficiency.

- Achieved the first one-million-peso sales benchmark and continuously improved the student base by approximately 20% for all courses.
- Trained 100% of department heads, who were promoted from coordinator positions, with some re-assigned as center heads for new centers.
- Served as a Consultant and Lecturer for the Asian Development Bank at the SM North EDSA Center during start-up operations.
- Implemented the "Center Management Operating System" (CMOS), a self-developed system that ensured zero complaints from both internal and external customers through efficient service delivery.
- Reduced operational costs by up to 35% through proper manpower planning, skills training, succession planning, and an optimal academic mix.
- Provided full support to product launches and marketing efforts through efficient purchasing and speedy delivery, increasing operational capability to support the marketing and sales team. New products contributed to overall revenue targets being exceeded.
- **Key Skills:** Sales and revenue growth, Student base expansion, training and development, Center management and operations, Cost Savings and Efficiency, Product support and marketing.

Academics Head (Nov 1993 – Jul 1994)

Informatics SM Megamall

As a Senior Lecturer and Quality Assurance Coordinator, I successfully developed and implemented standards that significantly improved lecture ratings and student satisfaction. My focus on lecturer evaluation and team alignment contributed to enhanced operational efficiency

and service delivery. My earlier experience as a Lecturer at Informatics SM Mega Mall Center further established my commitment to excellence in education and technical implementation.

- **Lecturer Delivery Standards:** Created and implemented Lecturer Delivery Standards, resulting in an average rating increase from 2.7 to 4.0 for all lectures, with 5.0 being the highest possible rating.
- **Evaluation Process Development:** Developed an evaluation process for lecturers that focused on technical competence, delivery effectiveness, and the ability to enhance technical knowledge and certifications among students.
- **Team Alignment:** Implemented alignment processes between the marketing and operations teams to ensure seamless sales and service delivery, enhancing overall operational efficiency.
- **Student Ratings:** Achieved an average rating of 4.3 from students via student feedback forms, reflecting high levels of student satisfaction.
- **System Implementation:** Successfully implemented major international systems, including Local Area Network (LAN) setup, Management Information Systems (MIS), licensing and installation, as well as hardware and software maintenance.
- **Promotion and Regularization:** Recognized for performance and regularized and promoted after just 5 months of employment.

Program Planning Officer / Lecturer (Aug 1989 - Nov 1993) **University of the Philippines Computer Literacy Center**

Consistently delivered exceptional instruction, earning an average rating of 4.7 out of 5 from students. My leadership in managing a team of part-time and full-time lecturers contributed to their professional development and the overall success of the academic program.

- **Exceptional Student Ratings:** Garnered an average rating of 4.7 out of 5 for all classes handled, demonstrating a high level of teaching effectiveness and student satisfaction.
- **Team Management:** Maintained a team of 25 part-time lecturers and 3 full-time lecturers, providing leadership and support to enhance their technical competence in IT and classroom management skills.

Systems Analyst / Project Manager (Jul 1993 - Nov 1993)

Cybersoft Information Technologies Incorporated

As a Project Manager for the Field Health Geodetic Information Systems, I effectively delivered critical health information systems ahead of schedule, ensuring successful implementation and acceptance by the Department of Health. My proactive approach and strong communication skills facilitated a smooth transition to end-users, contributing to improved health program management.

- **Early Project Delivery:** Successfully turned over the Field Health Geodetic Information Systems for Malaria in Palawan and Family Planning Pilot Modules in Cebu to the Department of Health ahead of schedule, completing the project in November 1993, well before the expected completion date of July 1994.

- Full System Acceptance: Ensured full acceptance and implementation of the system by the Department of Health by October 1993, demonstrating effective project management and stakeholder engagement.

EDUCATIONAL BACKGROUND:

Bachelor Science in Zoology 1984 – 1986 (Graduate)
University of Perpetual Help System – Manila Campus, Philippines

Bachelor of Science Major in Electronics and Communication Engineering (2nd year) 1983 – 1984 (Undergraduate)
De La Salle University Manila, Philippines

Certificate Courses in Information Technology (1988 - 1989) [OBJ]
University of the Philippines (Computer Literacy Center)

Certificate Courses in Programming and Systems Development (1989) [OBJ]
De La Salle University: IMPACT Center

I certify that all the above statements are true and correct to the best of my knowledge.

ELMER F. CORPUS