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|  | HANNAH P. PALAÑA, J.D. |
| 6/19/2025 | Updated October 06, 2025 |
|  | Grace Mission Church, Sabayle St., Prk. San Antonio, Brgy. Tubod, Iligan City 09618188473 palana.hannah@s.msumain.edu.ph  Social Media: Han-han (IG) / Hnnh VvPys Plñ (FB)  Personal Background: Filipino, Female, Married  Birthday: August 8, 1987 |

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|  | Education  **Mindanao State University Main Campus (Post Graduate)**  Bachelor of Laws, December 2025  **Mindanao State University Main Campus**  Bachelor of Arts in English, November 2008  **MSU Integrated Laboratory School**  Secondary, April 2004  **MSU Integrated Laboratory School**  Elementary**,** April 2000  EMPLOYMENT HISTORY  Technical Writer/ BAC Support Staff | City Mayor’s Office- LGU Iligan  January 9, 2023 – October 03, 2025  I hold the position of Administrative Officer IV/ Technical writer of CMO-BAC. I am expected to provide the best assistance in preparing, submitting, and complying the necessary bidding documents for projects and procurements to address every issue that the office and the clients encounter. I serve notices for meetings most especially those that are considered as regular meetings. I am expected to be well-versed in technicalities and clerical editions. Moreover, I am capable of handling preaudits regarding documents to be submitted for COA and Accounting. Aside from all those, I also serve as a liaison to process and follow-up for the office’s monthly salary, allowances and honorarium.  Appointment Setter | VA House  August 20, 2025 – October 03, 2025  As an Appointment Setter, I am responsible for setting appointments with a target number of qualified leads while ensuring each interaction is efficient, well-organized, and clearly communicated. My role involves consistent follow-ups, particularly for far-dated appointments, to ensure high show-up rates and client engagement. I take a proactive approach to every call—building rapport, maintaining a conversational tone, and steering away from overly scripted communication to foster trust and connection. I work effectively within a team, uphold a professional and respectful demeanor, and remain committed to following company guidelines and directives from my superiors.  Paralegal | NUP Misamis Oriental Paralegal Team  I served in the election as an assistant to the lawyers in charged, making sure that the voters had fairly exercised their rights to vote. I was tasked to oversee specific barangays designated to me and made sure that no anomalies were done by anybody in my area, and should there be any, reports were submitted as a protest.  Settlement Analyst and Finance Assistant | Green Valley Marketing Inc.  January 2018-March 2021  I was responsible for accounting the accurate and timely preparations of invoices regarding the daily sales report submitted by the salesmen. I was also in charged for the daily deposits to the bank and weekly inventory in the warehouse versus the sales. In addition to, I functioned as a human resource officer for screening new applicants in the office as well as processing the documents and submitting pertinent remittances of each employee in SSS, Pag-ibig and Philhealth.  Customer Service Representative/Chat Support | NMS, Inc.  January 2016- December 2017  I was responsible for catering the needs of the customers and offering services they have availed in our company.  Customer Service and Sales Representative | Iqor Company  January 2013- October 2016  I was expected to hit the daily, weekly and overall monthly quota for sales and was able to hit the average handling time without failures in my Customer Satisfaction Score. I was able to handle the customers’ complaints and inquiries and was even able to cross sell products in customer service’s calls, noting that I was handling different accounts.  PROFESSIONAL QUALIFICATIONS& SERVICES  **Civil Service Passer**, March 2023 Professional Level  Member, MU KAPPA PHI Exclusive Law Fraternity and Sorority |
|  | CHARACTER REFERENCES  **Prosecutor Mangontawar Marvin Gubat**  Provincial Prosecutor  Lanao del Norte  09778232057  **Sen. Ronald dela Rosa**  Senator  09177109800  **Atty. Alizedney M. Ditucalan**  Chancellor, MSU Iligan Institute of Technology  Iligan City  09177714278 |