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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 City09618188473palana.hannah@s.msumain.edu.phSocial Media: Han-han (IG) / Hnnh VvPys Plñ (FB)Personal Background: Filipino, Female, MarriedBirthday: 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 2000EMPLOYMENT HISTORYTechnical Writer/ BAC Support Staff | City Mayor’s Office- LGU IliganJanuary 9, 2023 – October 03, 2025I 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 HouseAugust 20, 2025 – October 03, 2025As 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 TeamI 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 2021I 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 2017I was responsible for catering the needs of the customers and offering services they have availed in our company.Customer Service and Sales Representative | Iqor CompanyJanuary 2013- October 2016I 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 ProsecutorLanao del Norte09778232057**Sen. Ronald dela Rosa**Senator09177109800**Atty. Alizedney M. Ditucalan**Chancellor, MSU Iligan Institute of TechnologyIligan City09177714278 |