

### BRIEF PROFILE OF KEY OFFICERS

Name	Designation	Unit of Assignment	Educational Background	Professional Experience	Government Eligibilities	Areas of Specialization	Relevant Training
<b>Frank Lloyd C. Gonzaga</b>	Department Manager III	Business Development and Accounts Evaluation Department	BA Political Science  Master in Management (Technological University of the Philippines-Fernandez College)	<b>Home Guaranty Corporation</b> <ul style="list-style-type: none"> <li>Department Manager III-11/15/10-Present</li> </ul> <b>House of Representatives</b> <ul style="list-style-type: none"> <li>Political Affairs Assistant III-05/14/03-06/30/04</li> <li>Supervising Political Affairs Officer I (Supervising Legal Researcher II)-08/01/01-03/31/03</li> <li>Political Affairs Assistant III-01/01/00-07/31/01</li> </ul> <b>Citibank, N.A.</b> <ul style="list-style-type: none"> <li>Authorized Signer-02/09/05-08/15/07</li> </ul> <b>Banco De Oro Unibank, Inc.</b> <ul style="list-style-type: none"> <li>Account Officer-08/16/07-11/14/10</li> </ul>	Career Executive Service Eligibility  Career Service Professional Eligibility	Chargeback Process  Dispute Resolution-VISA & Mastercard  Credit Card-Issuance & Acquisition  Cash Management  System Quality Management  Speech Writing  Bill Drafting - Legislation  Accounts Management  Sales	<ul style="list-style-type: none"> <li>Business Communication and Technical Documentation Skills Enhancement Training</li> <li>Business Continuity Management System Development Course</li> <li>Security Awareness and Data Privacy Training</li> <li>Internal Audit Training</li> <li>Seminar on Coaching for High Performance</li> <li>Competency Modeling and Profiling</li> <li>Competency-Based Job Descriptions and Qualification Standards</li> <li>Competency Assessment</li> <li>Integration of Competencies in the HR System</li> <li>Speech Writing Seminar</li> <li>Ultimate Secrets of Citibank Service Leadership</li> <li>Customer First Writing Program</li> <li>Citibank Global Orientation</li> <li>CARDPAC Training</li> <li>Chargeback and Dispute Resolution Process</li> <li>Quality Management System Documentation Training</li> <li>Internal Quality Audit Training</li> <li>Seminar on Government Procurement Reform Act (Republic Act No. 9184)</li> </ul>

Name	Designation	Unit of Assignment	Educational Background	Professional Experience	Government Eligibilities	Areas of Specialization	Relevant Training
							<ul style="list-style-type: none"><li>• Basic Concepts, Gender Issues and GAD Framework</li></ul>