



Angelo Viola

IT Global Service Desk Analyst

CONTACT INFO

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PROFESSIONAL SKILLS

- Portfolio:
<https://www.instagram.com/print247trnds/>

Skills:

- Project Management
- Teamwork
- Handling Pressure
- Time Management
- Leadership
- Good Communication Skills
- Critical Thinking
- Hardworking

DELEGATION TOOLS

- **Project Management**
- Updating and processing deals on Pipedrive
- Asana for Project management • Amazon
- eBay
- Shopify for ecommerce task
- PayPal for financial related task
- CRM
- QuickBooks for financial related tasks
- Honeybook lead management
- Promomash staff and BA support
- Salesforce

PROFILE

Dynamic and motivated Information Technology graduate with a strong foundation in IT principles and a commitment to continuous learning. Enthusiastic about contributing to forward-thinking companies through collaboration and leveraging diverse skill sets. Thrives in environments fostering mutual growth and innovation, equipped with expertise in software development, networking, and systems administration. Committed to excellence and eager to make a meaningful impact while driving innovation and success within the organization.

WORK EXPERIENCE

INSURANCE VERIFICATION SPECIALIST

Logan Family Dental | 06/2025 - 04/2026

- Accessed and managed RemotePC systems to securely handle patient insurance records and administrative tasks
- Verified insurance coverage by contacting insurance companies and documenting confirmation numbers in claims spreadsheets
- Faxed and downloaded patient insurance details, ensuring accurate recordkeeping and timely processing
- Reviewed and processed dental procedure codes to support insurance verification and claim submissions
- Managed inbound faxes through Peerlogic and organized insurance documentation efficiently
- Conducted outbound calls to insurance providers to obtain verification and resolve claim inquiries
- Uploading and maintained insurance forms and verification details within Open Dental
- Ensured accuracy and compliance of patient insurance information to streamline billing and claims processing

DELEGATION TOOLS

SEO / Digital Marketing

- Facebook
- Twitter
- Instagram
- Meta
- Canva
- Pictory
- Vendasta
- Claude
- Chatgpt
- LinkedIn

IT/Customer Support / Remote

- ServiceNow for ticketing queue IT services
- WordPress for website design
- Google Docs / Sheets, Suite for editing and keeping docs
- Microsoft 365 for admin related task
- PDF expert for editing / converting PDF's
- Remote Desktop
- TeamViewer
- Skype
- Zoom for meetings
- Softphone and call related task

Insurance Verification Specialist/ Dental Provider

- Open Dental software
- Peerlogic for cold calling and fax uploading
- Google spreadsheet
- RemotePC
- Google Remote Desktop
- Delta Dental
- Metlife
- Dental Xchange
- Anthem BCBS

EDUCATION

RIZAL TECHNOLOGICAL UNIVERSITY

2015- 2021

Bachelor of Science in
Information and
Communication Technology

WORK EXPERIENCE

VIRTUAL ASSISTANT / SOCIAL MEDIA MANAGER

THE LIQUID WANDERER | 09/2024 – Present

- Edit and manage reels, videos, and images for Meta platforms including Facebook and Instagram, ensuring high-quality, engaging visual content.
- Schedule and publish content across Meta platforms to maintain a consistent and strategic online presence.
- Communicate with potential clients via email using platforms such as WeddingWire, PartySlate, and Giggster to generate leads and build client relationships.
- Utilize sales tracking and administrative tools including HoneyBook and Salesforce to manage client information, track progress, and support business operations.
- Create and manage meeting links through Outlook and Google Calendar to coordinate schedules and facilitate efficient communication.
- Use PromoMash to review Brand Ambassador profiles, upload required documents, and ensure all materials are complete and accurate for each promotional event.
- Prepare invoices and calculate Cost of Goods using Google Sheets and design branded documentation and reports using Canva.

VIRTUAL ADMINISTRATIVE ASSISTANT

Bottom Line Concepts | 06/2022 – 02/2024

- Prioritize prompt and professional responses to client emails, ensuring attentive communication.
- Utilize **Pipedrive** to modernize files and reports for each deal, ensuring accuracy and efficiency in client interactions.
- Efficiently track and record USPS packages, ensuring timely and accurate delivery updates.

IT GLOBAL SERVICE DESK ANALYST

CGI Philippines | 05/2021 – 06/2022

- Efficiently process tickets and inquiries on the ServiceNow platform, ensuring prompt resolution and optimal service delivery.
- Serve as the primary point of contact for clients, adeptly managing calls, emails, and chats to provide comprehensive assistance and support.
- Offer expert guidance and support to users seeking assistance with computer hardware, software, and technology-related inquiries.

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- Remote Desktop
- TeamViewer
- Skype
- Zoom for meetings
- Softphone and call related task

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT

Medheros Staffing | 01/2021 – 04/2021

- Spearheaded the maintenance and enhancement of the organization's mailing system, ensuring seamless communication and optimal functionality.
- Methodically prepare and deliver regularly scheduled reports, showcasing key metrics and insights to inform strategic decision-making and drive business success.
- Skillfully manage the distribution of emails, letters, and associated repo

REFERENCES

Joy Salazar

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