

Andrian Mondares

General Virtual Assistant (Service Specialist)

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WORK EXPERIENCE

General Virtual Assistant (Service Specialist)

Agency VA LLC | 08/2023 – Present | Quezon City | WFH

Achievements/Tasks:

- **Gained in-depth expertise** in handling policies from over 10 insurance carriers, ensuring accurate data processing and client support.
- **Developed and automated Excel macros and Pivot Tables** to streamline data organization, improve reporting accuracy, and enhance decision-making.
- **Designed and maintained task management dashboards**, optimizing workflow tracking and performance monitoring for efficient operations.
- **Conducted research and data collection** to support business decisions and enhance service delivery.
- **Managed insurance transactions**, including policy cancellations, renewals, endorsements, and quotations, ensuring seamless processing.
- **Maintained effective communication** with third-party stakeholders through email (Gmail), SMS (Aircall), and eFax for improved collaboration.
- **Leveraged CRM platforms (HubSpot) and agent management systems (EZLynx)** to optimize customer relationship management and productivity.
- **Provided technical assistance for computer hardware/software** troubleshooting and installation, ensuring seamless workflow.
- **Recognized as a Top Performer for 12 consecutive months** for exceeding key performance metrics and maintaining exceptional service quality. (Ongoing)

Student Intern (MRT - 7 Project)

EEL Corporation | 07/2022 - 09/2022 | Quezon City

Achievements/Tasks:

- **Strengthened programming expertise** by developing Excel macros to automate cost estimation and data analysis.
- **Collaborated with industry professionals** to gain hands-on experience in bill of quantities management and project documentation.
- **Engaged in team discussions**, contributing to problem-solving and workflow optimization.
- **Applied technical knowledge to real-world engineering projects**, leveraging data analysis tools for resource allocation and decision-making.

EDUCATION

Bachelor of Science in Construction Engineering

Antipolo Institute of Technology (AiTECH) | 2018 - 2022 | Antipolo

- **Project Makerspace** - Arduino Line Following Robot with Garbage Chute (2019)
- **Engineering Programming Course Project** - Advance Calculator Prototype Program, 2018
- **Thesis** - Awareness on Environmental Sustainability and Green Building Technology as Perceived by Core Youth Residents of Antipolo City

SKILLS

- **Programming Language:**
 - **Basic Knowledge:** C++, ARDUINO
 - **Intermediate:** HTML, CSS
- **Technical Software:**
 - **Design & Modeling:** AutoCAD, Revit, Sketchup
 - **Graphics & Design:** Adobe Suite (Photoshop, InDesign, Illustrator)
 - **Code editor:** VS Code
 - **Version Control System:** GitHub
- **Computer Skills:**
 - **Office Suite:** Microsoft Office, Google Suite
 - **Troubleshooting & Support:** IT Troubleshooting, Technical Support, Active Directory
 - **Operating Systems:** Windows, Linux
- **Customer Service & Operations:**
 - **Agent Management System:** Ezlynx
 - **CRM:** Hubspot
 - **Customer Support:** Email, Phone, SMS, eFax
 - **Team Communication:** MS Teams

ORGANIZATIONS

- **American Concrete Institute Philippines** - Antipolo Institute of Technology Student Chapter (2020 - Present)
- **Student Government of Antipolo Institute of Technology** (2020 - 2022)
- **League of Sports and Recreation Enthusiasts** - (AiTECH - Sports Organization) (2018 - 2020)
- **ANDAMYO** - AiTECH Official School Publication (2016-2022)

CERTIFICATIONS

- **Google IT Support Specialization** (07/2023 - Present) Credential ID TYK4NWVRZ9JN
- **TESDA Technical Drafting NC II** (2020 - Present)
- **Construction Safety and Health Course for Safety Officer 2** (2020 - Present)
- **DTI - CMDF 1-4 Competencies Certifications** (2020 - Present) Traffic, Concrete, Formwork and Rebar Engineering

LANGUAGES

- **English** - Full Professional Proficiency
- **Filipino** - Native or Bilingual Proficiency

CHARACTER REFERENCE

- **Christianne Vitug LPT, MAT** | Student Development Services Supervisor | Antipolo Institute of Technology | christianne.vitug@aitech.edu.ph | +639774617652
- **Jennelle F. Florante** | Senior Software Engineer | Accenture Philippines | +639260765564