

MARK ANGEL CASTRO

CONTACT

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EDUCATION

2024 - Present
BOW VALLEY COLLEGE
Calgary, AB
Software Development Diploma

04/2014
PANGASINAN STATE
UNIVERSITY
Asingan, Philippines
BS Information and
Communication Technolgy

SKILLS

- Quick Learner
- Patience & Concentration
- Integrity & Trustworthiness
- Proficient in Software
- Teamwork & Collaboration
- Problem-Solving
- Time Management
- Attention to Detail
- Multitasking
- Decision-Making

LANGUAGES

- English (Fluent)
- Filipino

PROFESSIONAL SUMMARY

Accomplished Lead Filtering Assistant at Kount Katalyst, adept in enhancing user engagement and website traffic through advanced SEO and content creation. Demonstrated expertise in surveillance and IT, improving operational efficiency and data security. Skilled in teamwork, problem-solving, and proficient software application, I excel in driving projects to successful completion with integrity and attention to detail.

WORK EXPERIENCE

- Kount Katalyst** **JAN 2024 - JULY 2024**
Lead Filtering Virtual Assistant
Part Time Remote
Europe
 - Categorize leads based on their level of interest, readiness to buy, and fit with the company's products or services.
 - Conduct additional research to verify lead information such as contact details, company background, and business needs.
 - Ensure that all lead data is accurate and up-to-date.
- Thunderbird Resort & Casino** **MAY 2016 - MAY 2024**
Surveillance Operator
San Fernando City, La Union, Philippines
 - Increased efficiency by effectively multitasking between multiple screens, camera angles, and areas under observation.
 - Ensured compliance with gaming regulations by consistently monitoring operations and reporting any discrepancies observed.
 - Researched cheating methods and advantage play systems to quickly identify illegal activity.
 - Operated surveillance equipment, video recorders and computers to monitor activities within facility.
 - Inspected cameras, monitors and other surveillance equipment for operational integrity.
 - Reviewed video surveillance footage.
- Eunice Incorporated** **MARCH 2015 - DEC 2015**
IT Staff
Quezon City, Philippines
 - Implemented robust security measures to protect sensitive data from unauthorized access or breaches.
 - Evaluated emerging technologies and recommended appropriate solutions for meeting business objectives.
 - Increased application reliability by conducting thorough testing, identifying bugs, and resolving defects before deployment.
 - Reduced downtime by proactively monitoring system performance and addressing potential issues.
 - Resolved technical issues by troubleshooting, debugging, and providing timely updates to clients.