



# DAN JOVER PELORIANA

IT SUPPORT / HELPDESK INTERN

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Digos City, Davao del Sur

## PROFILE

Highly adaptable IT student with three years of experience in digital administration, data management, and client system support. Skilled in using CRM tools, case-management software, and productivity platforms to organize information, optimize workflows, and troubleshoot basic user issues. Known for strong analytical skills, attention to detail, and the ability to learn new technologies quickly. Seeking an IT internship where I can apply my technical skills, support system operations, and contribute to process improvements.

## WORK EXPERIENCE

- **Jan 2025 - Aug 2025**  
**International Sales Representative**  
EVORETRO
  - Used CRM and database systems to track client interactions, manage accounts, and maintain accurate digital records.
  - Analyzed market data and customer patterns to support data-driven decision-making.
  - Coordinated with internal teams using digital communication tools to ensure seamless workflow and timely order processing.
  - Utilized productivity platforms (Google Workspace, Microsoft Office) to prepare reports, monitor workflows, and organize project information.
  - Collected, organized, and maintained sensitive client data using secure digital systems, ensuring accuracy and compliance with data privacy standards.
  - Utilized case-management software and online tools to track application progress, manage documentation, and streamline case workflows.
  - Conducted troubleshooting for client portal issues and guided users through system navigation.
  - Handled high-volume information processing, demonstrating strong attention to detail, data validation, and error checking.
- **Mar 2023 - Dec 2024**  
**Case Manager/Claims Management Specialist**  
Citizens Disability
  - Utilized CRM platforms to manage leads, update databases, and ensure real-time accuracy of client records.
  - Identified system-related issues (missing data, incorrect entries, or scheduling conflicts) and escalated them for resolution.
  - Managed multiple digital communication tools (dialer systems, email platforms, cloud-based schedulers) in a fast-paced environment.
  - Maintained organized digital workflows, demonstrating proficiency in handling large datasets and administrative systems.
- **Nov 2021 - Dec 2022**  
**CSR | Appointment Setter**  
Prime Inbox Inc.
  - Data Management & Organization
  - Basic Troubleshooting & Technical Support
  - CRM and Case Management Software Proficiency
  - System Navigation & User Support
  - Microsoft Office Suite (Excel, Word, PowerPoint)
  - Basic Programming (Java, HTML, CSS, Laravel, etc.)
  - Google Workspace Tools
  - Analytical & Problem-Solving Skills
  - Process Documentation & Workflow Optimization
  - Database Entry & Accuracy Checking
  - Technical Communication

## MY SKILLS

- Data Management & Organization
- Basic Troubleshooting & Technical Support
- CRM and Case Management Software Proficiency
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