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San Carlos City,  
Negros Occidental,  
Philippines

## Education

Secondary: Year Graduated: 2020

### Humanities and Social Sciences

Julio Ledesma National High School

Tertiary: Year Graduated: 2024

### Bachelor of Science in Information Technology

Central Philippines State University

## Technical Skills

Operating Systems

Networking

Software & Hardware  
Troubleshooting

Remote Support Tools

Customer Relationship  
Management (CRM) Systems

Microsoft Office Suite

Programming  
(Html,css,PHP,Javascript)

Graphic Design (Canva. Photoshop)

## Soft Skills

Communication

Problem-Solving

Customer Service

Time Management

Adaptability

Attention to Detail

Learning Agility

## Language

English Cebuano

Tagalog

# JOHN VINCE PADERNA



## Profile

Dynamic professional with extensive experience in community management, virtual assistance, and administrative support. Proven track record in customer service and technical support across diverse industries, including technology and real estate. Skilled in task management, issue resolution, and effective communication. Seeking a challenging role to leverage my expertise in enhancing operational efficiency and delivering exceptional service.



## Work Experiences

### Hyve

Community Manager

MAR  
2021

-

SEPT  
2023

- Working with the communications team.
- Manage channels, contents, emails and calendar meetings.

### The Benat Team

Real Estate Virtual Assistant

APR  
2022

-

MAR  
2023

- Providing comprehensive administrative support for real estate professionals.
- Collaborating closely with other team members to promptly resolve transactional inquiries.
- Proficiently managing community support platforms including Twitter, Facebook, and Emails.

### DCCCO

IT Intern

OCT  
2023

-

JAN  
2024

- Assisted customers with loan applications and determined eligibility based on shared capital.
- Managed data entry for the Membership Department, inputting new member information into the database and maintaining Excel records.

## Certificates

- The Basics of Video Editing Using Adobe Premiere Pro
- How to Get Started in Web Development
- Know your Privacy: Basic Things to know about Data Privacy Protection Framework
- Mastering the Art of Software Engineering: Key Skills every Developer Should Know

## Organization

	<u>Position</u>	<u>Year</u>
College of Computer Studies(DJVV CAMPUS)	Member	2020-2024

## Scholarship Grants

	<u>Position</u>	<u>Year</u>
Tulong-Dunong Program(CHED Scholarship)	Scholar	2020-2024