



# Mark Anthony Dapadap

IT/Technical Writer

## Work Experience

Team Lead 2022 - 2024

### Optum Global Solutions I QC

As a seasoned team lead at Optum, I've excelled in guiding projects, managing resources, and fostering collaboration. Through effective leadership and stakeholder engagement, I've delivered successful outcomes and earned recognition for excellence. My commitment to results and continuous improvement makes me a valuable asset to any team. Handling administrative task, engagement, meeting key performance indicator for the team.

Customer Service Representative 2021 - 2022

### TaskUs I QC

With extensive call center experience, I excel in efficiently handling high call volumes while delivering exceptional customer service. Known for my strong communication skills and problem-solving abilities, I consistently exceed performance targets and contribute to the success of the call center environment.

Associate Editor-in-Chief 2020 - 2023

### InfoBITS I Manila

I am a skilled professional currently serving as the Associate Editor-in-Chief, where I oversee editorial operations and contribute to content development and management. In this role, I leverage my strong writing and editing abilities to ensure the publication maintains high standards of quality and integrity. Collaborating closely with the Editor-in-Chief and editorial team, I coordinate workflows, provide feedback, and implement strategies to enhance reader engagement and satisfaction. With a keen eye for detail and a passion for storytelling, I play a pivotal role in shaping the publication's voice and vision, driving its success and relevance in the industry.

Social Media Management 2018 - 2020

### JrPSUCCESS I Antipolo

As the Editor-in-Chief of our school publication, I lead a dedicated team in curating compelling content and ensuring the publication's overall success. Responsible for overseeing all editorial aspects, I collaborate closely with writers, designers, and photographers to produce high-quality articles, layouts, and visuals. My role involves setting editorial direction, managing deadlines, and upholding journalistic standards to deliver engaging and informative content to our readership.

## References

### John Blaire Esperancilla

Layout Artist / Aloa





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### John Temblor

Team Lead / Optum

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## Contacts

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## About Me

A versatile VA specializing in customer support, technical support, content creation, and SEO. I have proactive skills in foreign communication mainly US and Canada as part of my profession as a CSR for 2 years. Proficiency in graphic design, mainly using Canva and Photoshop. Content creation and creative writing skills from my experiences in handling publications nationwide and university wide and a recent graduate of IT.

## Education

### BS Information Technology

Polytechnic University of the Philippines

2020 - 2024

### STEM (SHS)

Technological Institute of the Philippines

2018 - 2020

## Skills

- UI/UX
- Visual Design
- Back End
- Storyboards
- Technical Writing
- SEO
- Creative Writing