

# MARK ANTHONNY DAPADAP

Project Manager | Social Media Manager | General VA

markydapadap@gmail.com +639994699295 Antipolo, Rizal Philippines <https://marktechva.vercel.app/>

## SUMMARY

Results-driven General Virtual Assistant with a strong foundation in Information Technology and hands-on experience in web development. Skilled in social media management, content strategy, and online brand growth. Proven leadership as a General Manager, overseeing teams, streamlining operations, and executing data-driven strategies to enhance productivity and business performance. Adept at multitasking across administrative support, digital tools, and technical solutions to deliver efficient, high-quality results in fast-paced, remote environments.

## EXPERIENCE

### Customer Service Representative

September 2021 - January 2022

*Task Us*

Quezon, Philippines

Updated account information to maintain customer records.

Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.

### Customer Service Representative

August 2022 - December 2023

*Optum Global Solutions*

Quezon City, Philippines

Helped the team meet Key Performance Indicators and helped to organize and manage tasks.

### Associate Software Developer

January 2024 - July 2024

*Philippine national Police*

Quezon City, Metro Manila, Philippines

Collaborated with cross-functional teams for seamless integration of new features and functionalities.

### Chat Manager

August 2024 - August 2025

*Chat Stars DAZ LLC*

Miami Florida (Remote)

Lead a team to meet sales indicators and achieve good team performance.

Handled admin tasks and strategies for campaigns

Communicate with stakeholders to assess the deliverables needed

## EDUCATION

### Antipolo National High School

2014 - 2018

*Junior High School*

Antipolo City Rizal Philippines

Former Editor-In-Chief at Ang Duyan Former VP at Mayamot NHS Interact Club

### Technological Institute of the Philippines

2018 - 2020

*Senior High School*

Quezon City, Philippines

Graduated with High Honors

### Polytechnic University of the Philippines

October 2020 - October 2024

*Bachelor of Science in Information Technology*

Manila Sta Mesa Philippines

Former Associate Editor-in-Chief at Infobits Former PIO at Jr.PSUCCESS

## SKILLS

**Technical Skills:** Project Management Exceptional Interpersonal & Communication Skills Search Engine Optimization (SEO) Strategy Full-Stack Web Development Innovative & Persuasive Copywriting Video Production & Post-Editing Expertise Multimedia Content Production Strategic Leadership & Team Management

**Languages:** English, Tagalog

**Additional Skills:** Leadership, Teamwork, Web Dev