

JEZZA CARDENAS

Your Techy Savy General VA

Profile

Detail-oriented IT professional with 3+ years of experience in customer service and technical support. Skilled in managing information systems, delivering administrative assistance, and streamlining workflows to enhance team productivity and operational efficiency.

Work Experience

2025

BHF Bank a Rural Bank

MIS- Technical Support

- Working with the IT Team as System Administrator
- Managing Social Media and Website
- Network Security Management
- Administrative task
- Computer Systems Troubleshooting
- IT Assets Inventory Management

2024

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2025

Nazareth General Hospital Inc.

ICT HEAD / Technical Support Specialist

- Working with the management
- Manage the website and all company social media platforms.
- Information System Admin
- Campaigns Graphic Designing

2022

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2024

Nazareth General Hospital Inc.

Health Insurance Assistant

- Processed and documented 200+ monthly claims with 98% accuracy
- handled customer escalations and resolved disputes within 24 hours
- Prepared reports and billing summaries for management using Excel

Tools

- Notion
- Google Workspace
- Canva & Photoshop
- Asana
- Salesforce
- Shopify & Etsy
- ChatGpt
- Wordpress & Wix
- Capcut
- Discord
- Zoho
- Clickup
- Monday.com
- Meta
- Mysql
- Kleopatra
- TeamViewer
- Anydesk
- GitHub
- Hubspot



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Education

Bachelor of Science in Information Technology
Universidad de Dagupan
2019-2022

Associate in Computer Science
Universidad de Dagupan
2015-2017

Skills

Digital & Email Marketing

Social Media Management

Customer Support

Graphics Design

Information System Admin

Technical Support

Product listing

Wordpress Developer