



# Piolo L. Bernardino

I.T. Professional

## Contact

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## About Me

IT graduate with experience in healthcare customer service, technical support, and basic system development. Former Customer Service Advocate at Optum with strong skills in customer communication, documentation, and issue resolution. Currently working at Good Samaritan, supporting laboratory operations and developing a system to improve workflow efficiency. Detail-oriented, reliable, and adaptable in fast-paced environments.

## Language

- English
- Filipino

## Education

### Bachelor of Science in Information Technology

Nueva Ecija University of Science and Technology

2020 – 2024

## Experience

### Customer Service Advocate – Healthcare

Optum

2024 – 2025

- Responded to customer inquiries related to healthcare services
- Documented customer interactions accurately in internal systems
- Resolved issues while following company policies and data privacy standards
- Maintained high-quality customer service in a high-volume environment

### Laboratory Custodian / System Support

Good Samaritan Colleges | August 2025 – Present 2025–2026

- Maintained laboratory cleanliness and compliance with safety standards
- Developed a basic system to monitor laboratory usage and equipment
- Assisted staff with basic technical support and system navigation
- Supported daily operations through documentation and coordination

## CERTIFICATIONS

- Civil Service Professional Eligibility
- I.T. Specialist – Certiport Certification
- EF set English Certificate –C1 Advanced

## CORE SKILLS

- Technical Support
- Customer Service (Healthcare)
- Troubleshooting (Hardware and Software)
- System Development (Basic)
- Documentation and Reporting
- Windows Operating System
- Microsoft Office Applications
- Data Entry and Accuracy