Francis Moncada

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Proactive and detail-oriented IT graduate with a strong background in administrative tasks, document management, and customer service. Adept at using technology to streamline processes and enhance organizational efficiency. Skilled in maintaining schedules, handling confidential information, and providing excellent support in fast-paced environments. Passionate about problem-solving, continuous learning, and contributing to team success.

WORK EXPERIENCE

Optum   **11/2024 - 08/2025**
Customer Service Representatives • Full-time   **Cebu City, Phlippines**

Assisted healthcare providers with claim status, eligibility verification, and benefit inquiries, ensuring accurate and timely resolution in compliance with HIPAA standards.

Student Intern   **Bicol University, Accounting/Budget/Supply Office**

- Gained hands-on experience in document management, financial operations, and administrative tasks.
- Created graphical designs for events and official documents. using Canva
- Organized and managed accounting documents,

EDUCATION

Bachelor of Science in Information Technology
Bicol University   Legaspi, Bicol Region, Philippines • 08/2020 - 07/2024

CERTIFICATIONS

Tools of the Trade: Linux and SQL   05/2024 - Present
Google
NDG Linux Unhatched   05/2024 - Present
Cisco
Foundations of Cybersecurity   04/2024 - Present
Google
Introduction to Data Science   10/2023 - Present
Cisco
CompTIA Network+ (N10-007) Cert Prep: 2 The Physical Network   02/2022 - Present
LinkedIn

SKILLS

Programming Languages: C (Programming Language), Laravel, PHP, Python (Programming Language), R (Programming Language), Visual Basic .NET (VB.NET)

Scripting & Automation: Bash, Command-Line Interface, Powershell

Networking: Cloud Networks, Computer Networking, Routing concepts, Transmission Control Protocol / Internet Protocol (TCP/IP), VPNs and proxies

Administrative & IT Support Skills: Administrative Tasks, Centralized management, Computer Literacy, Customer Service, Customer Support, Document Management, Record Keeping, Resource monitoring

Database Management: Data Analysis, Data management and recovery, MySQL, SQL

System Administration: Backup, Configuration, Directory Service, Implementing/managing directory services, Lightweight Directory Access Protocol (LDAP), Permissioning, Security Audits, Security Hardening, System Administration

Software/Tools: Canva, Microsoft Excel, Microsoft Office, Tableau