



MINDOMAR LINGCALLO

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SUMMARY

Detail-oriented Administrative Professional with 6+ years of experience in customer service, data entry, email management, web research, and e-commerce support. Currently transitioning into the freight and logistics industry with training in freight brokerage, including hands-on coursework in load coordination and logistics operations. Strong multitasking and problem-solving skills with a commitment to providing accurate and professional support.

WORK EXPERIENCE

Independent Contractor Project-based/Freelance

Feb 2016 - Present

- Taking on one time project or freelance work to help with data entry, find email leads, email management, and WordPress management.
- Lead Research & Data Entry - Able to produce high-quality research leads by finding thousands of contact information.
- Email Management - Ensuring that these leads were emailed using sales email templates, create follow-ups, and organizing
- Other Ad Hoc Tasks - Provide additional support to the owner and other team members whenever and wherever help is needed.

The Disaster Advocates, Texas, USA Virtual Administrative Assistant

Dec 2017 - June 2020

- Employed as a virtual administrative assistant to help with data entry and find email leads.
- Lead Research & Data Entry - Able to produce high-quality research leads by finding thousands of contact information.
- Other Ad Hoc Tasks - Provide additional support to the owner and other team members whenever and wherever help is needed.

Turn River Capital, California, USA Personal Assistant & Lead Research Analyst

Feb 2016 - Oct 2017

- Employed as a personal assistant and lead research analyst to find & email leads.
- Lead Research & Data Entry - Able to produce high-quality research leads by finding thousands of contact information.
- Email Management - Ensuring that these leads were emailed using sales email templates, creating follow-ups, and organizing each email based on categories.

Bank of the Philippine Islands, Makati, Philippines Front Desk Customer Support & Merchant Sales

March 2010 - Feb 2016

- Act as a front desk customer support. Able to provide support for bank customers for their online, mobile, and SIM banking needs by assisting the bank's lower counter.
- Merchants Sales. Able to provide technical support for bank's merchants for their POS sales by installing, reprogramming, and deleting POS terminal programs. Orienting merchant's employees on how to use POS terminals as well as assisting each merchant when there are exhibits, bazaar/expo

EDUCATION

Bachelor of Science in Information Technology

March 2004 - Oct 2008

Philippine Christian university

ADDITIONAL INFORMATION

- Tools: TMS Platforms, Load Boards, Freight Class Calculator, Google Workspace, MS Office
- Familiarity with industry terms: LTL, FTL, BOL, Rate Sheets
- E-Commerce and CRM Management
- Data Mining & Data Entry
- Email Management and Communication Tools

KEY SKILLS

- Load Tracking & Scheduling (trained)
- Quoting & Rate Negotiation (trained)
- Carrier & Shipper Communication (trained)
- TMS Navigation & Data Entry
- Freight Class Calculation
- Customer Support & Conflict Resolution
- Problem-Solving & Multitasking

RELEVANT TRAINING

Freight Courses 101 – 3 - Day Freight VA Challenge

- Learned fundamentals of freight brokerage, dispatching, quoting, and rate negotiations.
- Gained hands-on practice with TMS platforms, load boards, and freight class calculators.
- Trained in carrier lane specialization, broker-carrier agreements, and track & trace.

INTEREST

- TECHNOLOGY JUNKIE - I love technology and have always been fascinated by mobile & computer games, computer troubleshooting, etc.
- RESEARCH - I love learning and investigating things I am curious about.
- MOVIE AFICIONADO - I love watching movies from local films, cartoons/anime, to every international film and TV series. My favorites are Pursuit of Happiness, Game of Thrones, Forge in Fire and Troy.