

Daryl Valencia

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EDUCATION

Souther Mindanao Institute of Technology

Bachelor of Science in Information Technology (BSIT)

Tacurong City, Philippines

Graduation Date: Apr 2012

WORK EXPERIENCE

Department of the Interior and Local Government

Contact Tracer

Isulan, S.K, Philippines

Oct 2020 - Dec 2021

- Conducted phone interviews and collected necessary information.
- Managed records and prepared daily reports.
- Coordinated with community members and health offices.
- Demonstrated strong communication and organizational skills.
- Maintained professionalism while handling confidential data.

Department of Social Welfare and Development

Encoder/Verifier

Koronadal City, Philippines

Jun 2015 - Mar 2016

- Encoded and verified documents and information accurately.
- Maintained and updated company databases and records.
- Reviewed data for completeness and accuracy.
- Performed administrative and clerical support tasks.
- Ensured confidentiality of sensitive information.

Isulan Computer Center

Sales and Service Technician

Isulan, S.K, Philippines

Apr 2012 - Jun 2015

- Assisted customers with technical concerns and product inquiries.
- Diagnosed and resolved computer hardware and software issues.
- Maintained accurate service and customer records.
- Provided quality customer service and technical assistance.
- Managed multiple tasks while meeting deadlines.

CORE SKILLS

Skills: Virtual Assistance, Data Entry & Data Management, Email and Chat Support, Customer Service
Microsoft Office (Word, Excel, PowerPoint), Google Workspace, Internet Research, Technical Support,
Time Management, Administrative Support, Communication Skills, Attention to Detail

SKILLS & INTERESTS

Skills: Communication Skills

Time Management

Email Management

Calendar Management

Data Entry & Organization

Social Media Management

Customer Service

Problem Solving

Attention to Detail

Computer Troubleshooting

Team Leadership

Adaptability

Microsoft Office & Google Workspace

Canva Graphic Design

Research Skills

Basic Administrative Support

Interests: Virtual Assistance

Remote Work Opportunities

Graphic Design

Technology & Computers

Productivity & Organization

Learning New Digital Skills

Online Business & Freelancing

Personal Development

Team Collaboration

Content Planning

Customer Support Services