



# BRICANEIL KING DIONALDO

VIRTUAL TEAMMATE



## SKILLS SUMMARY

- Project Management
- Appointment Setting
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

## TOOLS

- Ring Central
- Canva
- Google Suite
- Microsoft Office
- Ring Central
- Google Suites
- Chrome, Firefox, Edge
- Zoom, Skype, Google Meet
- Adobe Photoshop
- Ahrefs
- SemRush
- Google Search Console
- Screaming Frog

## PERSONAL PROFILE

An **Executive Assistant** with 5 years experience in various tasks. A tech savvy and problem solver that you can rely on. Enthusiastic individual with superior skills in both team based and independent capacities.

## WORK EXPERIENCE

### FREELANCE VIRTUAL ASSISTANT

#### Medical Virtual Assistant | November 2023 - July 2024

- Accepting all incoming calls and making outbound calls
- Sorting Fax
- Processing of Prior Authorization
- Appointment setting
- Sorting and Collecting Medical records
- Email support

### SALES REPRESENTATIVE

#### Singapore Airlines | 2021 - July 2022

- Accepting all incoming calls and making outbound calls
- Processing of Tickets and bagges
- Earn client referral from successful closed Deals
- Building Company-to-client Relationship

### MEDICAL VIRTUAL ASSISTANT

#### UHG/OPTUM Global Solution | May 2018- July 2021

- Accepting all incoming calls and making outbound calls
- Insurance verification
- Processing of Prior Authorization
- Appointment setting
- Call patients to relay their laboratory results.



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## INFORMATION

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- www.linkedin.com/in/kingdionaldo

## WORK EXPERIENCE

### Graphics and Video Editing Specialist | 2015 - Present

- Expertise in creating visually appealing graphics
- Skilled in producing engaging Reels
- Proficient in editing dynamic YouTube Shorts
- Experience in creating promotional materials, social media posts, banners, and infographics
- Enhance videos with effects, music, and text overlays for maximum engagement

### Accenture IT Analyst | Dec 2017 - May 2018

### DST - Down South Trainer SEO Specialist Intern | April 2024 - June 2024

### Customer Service Representative Sykes Asia Inc. | Feb 2015 - Nov 2017

- Managed and responded to customer inquiries and support requests via email, ensuring timely and accurate resolutions.
- Assisted customers in purchasing mobile phones, explaining product features, and handling sales transactions.
- Provided customer service by reviewing and explaining billing statements, resolving payment issues, and answering account-related questions.

## EDUCATION HISTORY

### Southeast Asian Institute of Local Governance (SAILG)

- Bachelor of Arts Major in Photography
- Training Program of Professional Photography
- Entrepreneur of the year
- Varsity player of the year
- NCII Videography and Film making