

ARLIE T. TOLENTINO

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Summary

Experienced professional with a strong background in technology-related roles. Proficient in software development, system administration, and technical support. Skilled in problem-solving and optimizing performance. Capable of managing projects and collaborating effectively with teams. Committed to continuous learning and staying current with industry trends to contribute to organizational success.

Skills

- Client Communication & Engagement Strategy
- CRM management
- Lead generation
- Email management
- Data entry
- Website updating
- Administrative Operations & Process Improvement
- Data Analysis & Reporting
- Technical Support & Troubleshooting
- Microsoft Office & Google Workspace
- Database & Records Management
- Web Development (HTML, JavaScript, PHP, MySQL)
- Graphic Design & Video Editing (Adobe Photoshop, Flash)
- Relationship management

Work Experience

01/2022 - 02/2026

Virtual Assistant - Freelance

- Managed high-volume client communication systems, ensuring fast response times and consistent engagement across multiple accounts.
- Developed and applied structured messaging strategies that improved customer retention and increased conversion opportunities.
- Organized and maintained client data, supporting CRM-like tracking of leads, inquiries, and follow-ups.
- Streamlined workflows for handling customer journeys from initial inquiry to conversion.
- Identified inefficiencies in communication and processes, implementing improvements to enhance user experience.
- Supported multiple ongoing projects while maintaining reliability, responsiveness, and deadline consistency.
- Proactively communicated updates, flagged issues early, and ensured smooth task completion.

09/2020 - 01/2022

Administrative Aide VI, Department of Agriculture - Central Office

- Provided administrative and technical support to the GSD Chief, ensuring smooth daily operations for internal and external stakeholders.
- Improved office efficiency by organizing documentation systems and expediting processing of administrative requests.
- Coordinated communication across departments, reducing delays and improving service delivery timelines.

03/2019 - 03/2020

Administrative Assistant I, Department of Agriculture - Central Office

- Prepared comprehensive reports used in presentations and policy discussions.
- Managed public complaints from markets nationwide, ensuring timely resolution and improving public service responsiveness.
- Analyzed and consolidated nationwide market data to support strategic decision-making.

07/2017 - 07/2018

Administrative Aide VI, Department of Agriculture Regional Office - IV-A

- Maintained and updated regional office website, ensuring accurate and timely information dissemination.
- Supported network stability and resolved technical issues, minimizing downtime.
- Processed and analyzed data to generate reports for internal use and decision-making.

***Educational
Background***

01/2017

**Bachelor of Science, Information Technology
System Technology Institute (STI)**

- Thesis: Online Web-Based Reservation System for Quim's Catering Business
- Developed using HTML, JavaScript, JSP, PHP, and MySQL

***Trainings &
Certifications***

- Personnel and Human Resource Management Information System (PHRMIS) Database Management Technical Training, 2018
- User Orientation Training on PHRMIS, 2018