

SIDNEY VOLTAIRE A. BERNAL

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WORK HISTORY

OPTOMETRY HEALTHCARE VIRTUAL ASSISTANT DEC 2024 – MAR 2025

Imperial Specsaver Optical Clinic
Remote (Based in Iligan City, Philippines)

- Managed virtual preliminary assessments for 30+ patients weekly, ensuring accurate and organized bookings.
- Monitored and responded to 100% of social media inquiries, boosting patient engagement and improving scheduling efficiency.

TECHNICAL ADVISOR I - CUSTOMER SUPPORT REPRESENTATIVE NOV 2023 – DEC 2024

Concentrix (Xfinity/Comcast Account)
Cebu, Philippines

- Resolved 90% of technical issues on first contact by providing clear, step-by-step troubleshooting guidance.
- Handled 50+ billing inquiries daily, ensuring accurate resolutions and successfully processing refunds or adjustments.
- Increased upselling conversion by 15% by promoting relevant services during customer interactions.

SOCIAL MEDIA MANAGER/ STORE ASSISTANT SEP 2021 – NOV 2023

Hungry Kitchen
Naawan, Philippines

- Boosted social media engagement by 40% through consistent promotional content and interactive posts.
- Redesigned the store’s logo and packaging, improving brand recognition and visual appeal.
- Contributed to a 20% increase in in-store sales through enhanced customer service and product promotion.

ONLINE ESL TEACHER MAY 2021 – SEP 2021

51Talk
Remote (Based in Beijing, China)

- Conducted 200+ one-on-one lessons with Chinese students, enhancing their speaking, writing, and comprehension skills.
- Achieved a 95% positive student rating by delivering engaging and customized lesson plans.

JUNIOR GRAPHIC DESIGNER OCT 2020 – FEB 2021

Silver Edge Media Services
Iligan, Philippines

- Created 10+ web layouts and landing pages monthly, enhancing client online presence.
- Reduced turnaround time by 30% by optimizing workflow and applying advanced Photoshop techniques.

HR PRACTICUM TRAINEE MAY 2019 – JUN 2019

Mindanao State University at Naawan
Naawan, Philippines

- Organized and digitized 300+ employee records, ensuring accurate data management.
- Assisted in screening 50+ resumes and coordinated interview schedules efficiently.

SOCIAL MEDIA MANAGER FEB 2019 – SEP 2020

Alchemy By Majoy
Remote (Based in Iligan, Philippines)

- Increased social media followers by 60% through targeted content and regular engagement.
- Responded to 100% of inquiries within 24 hours, improving customer satisfaction.

QUOTE INGESTION SPECIALIST	FEB 2018 – FEB 2019
Dubsmash	
Remote (Based in New York, USA)	
<ul style="list-style-type: none"> Reviewed and edited 500+ multimedia files, selecting high-quality 10-second clips for the app. Transcribed 300+ audio files in English and Filipino with 98% accuracy. 	

EDUCATION

MINDANAO STATE UNIVERSITY – ILIGAN INSTISTUTE OF TECHNOLOGY	BATCH 2020
<i>Iligan, Philippines</i>	
<i>Bachelor of Science in Psychology</i>	

ORGANIZATIONS

PHILIPPINE RED CROSS – ILIGAN CHAPTER	OCT 2009 - PRESENT
<i>Iligan, Philippines</i>	
YOUTH VOLUNTEER	
PINAS SAFE SPACE – ILIGAN CHAPTER	JUN 2023 - PRESENT
<i>Iligan, Philippines</i>	
VOLUNTEER/MEMBER	
CEBU BLOOD FOUNDATION	MAY 2024 - JAN 2025
<i>Cebu, Philippines</i>	
CBF CLINIC - MENTAL HEALTH PERSONELL/VOLUNTEER	

TRAININGS AND SEMINARS

BASIC LEADERSHIP TRAINING	NOV 2009
Philippine Red Cross	
<i>Iligan, Philippines</i>	
LEADERSHIP DEVELOPMENTAL PROGRAM	JUL 2010
Philippine Red Cross	
<i>Iligan, Philippines</i>	
FIRST AID TRAINING	AUG 2011
Philippine Red Cross	
<i>Iligan, Philippines</i>	
WATER SAFETY TRAINING	APR 2012
Philippine Red Cross	
<i>Iligan, Philippines</i>	
RISK REDUCTION MANAGEMENT AND TRAINING	OCT 2012
Philippine Red Cross	
<i>Iligan, Philippines</i>	
SEXUAL ORIENTATION AND GENDER SENSITIVITY	JUN 2016
Mindanao State University – Iligan Institute of Technology	
<i>Iligan, Philippines</i>	
PROJECT PEER TRAINING-WORKSHOP	OCT 2017
MSU-IIT Psychology Department	
<i>Iligan, Philippines</i>	
OPTIMIZING STUDENTS’ AND TEACHERS’ WELLBEING AND LEARNING WEBINAR	NOV 2020
MSU-IIT Psychosocial Response Team and Department of Professional Education	
<i>Online/ Webinar</i>	
LEVEL 3 PPC TRAINING	JAN 2025
MaryBlogger Group	
<i>Online</i>	
HEALTHCARE VIRTUAL ASSISTANCE WITH INTERNSHIP	APR 2025
MaryBlogger Group	
<i>Online</i>	

PROJECTS

GRAPHIC ILLUSTRATOR	2013 - 2014
COMPASSION MEMORIAL PARK	
Oroquieta, Philippines	
<ul style="list-style-type: none">• 3D rendered the memorial park plan into 3D illustration using Google Sketch Up.• Thoroughly and realistically designed the park with the supervision of the project owner.• Created the project logo and incorporated it in the illustration.	

VIDEO EDITOR – PSYCHOLOGY & ENTREPRENEURIAL MARKETING DEPARTMENTS	2014 - 2018
Mindanao State University – Iligan Institute of Technology	
Iligan, Philippines	
<ul style="list-style-type: none">• Produced video promotions, parodies, and advertisements for department events and campaigns, enhancing student engagement.• Collaborated with faculty and student organizations to create impactful visual content aligned with academic and marketing objectives.• Applied advanced editing techniques using Sony Vegas and Davinci Resolve, delivering polished and creative outputs.	

SKILLS

TECHNICAL SKILLS
<ul style="list-style-type: none">• Graphic Design: Adobe Photoshop, Illustrator, Canva, and Figma.• Video Editing: Adobe Premiere Pro, After Effects, CapCut, Sony Vegas, and DaVinci Resolve.• Virtual Assistance: Scheduling, email management, data entry, and transcription.• Customer Support Tools: Zendesk, Freshdesk, and CRM platforms.• Social Media Management: Content scheduling, analytics, and engagement (Meta Business Suite, Metricool).• SEO & Digital Marketing: Keyword research, basic PPC, and content optimization.• Microsoft Office & Google Workspace: Excel, Word, PowerPoint, Google Docs, and Sheets.

INTERPERSONAL & WORK ETHIC
<ul style="list-style-type: none">• Communication: Clear, professional, and empathetic interaction with clients and customers.• Problem-Solving: Creative and analytical approach to resolving technical and customer-related issues.• Collaboration & Teamwork: Efficiently working with cross-functional teams and clients.• Time Management: Prioritizing and managing multiple projects with tight deadlines.• Adaptability: Quick to learn and apply new tools and processes.