



JAMES U. DULAOGON

DATA ENTRY/TECHNICAL SUPPORT/VIRTUAL ASSISTANT

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Linkedin: linkedin.com/in/james-dulaogon | [Portfolio Link](#)

SUMMARY

Detail-oriented Virtual Assistant with a strong background in technical support, web development, and creative design. Skilled in graphics editing, video creation, social media content design, and administrative tasks such as email management, data entry, and scheduling. Known for being adaptable, tech-savvy, and results-driven, with a commitment to supporting businesses efficiently and creatively.

TECHNICAL SKILLS

- Graphic Design & Multimedia: Adobe Photoshop, Premiere Pro, After Effects, Canva
- Office & Admin Tools: Microsoft Office, Google Workspace, Adobe Acrobat Pro
- Technical Support & Web: Basic HTML/CSS/Javascript, troubleshooting, CRM systems
- Virtual Assistant Skills: Email management, appointment setting, file organization, social media support
- Soft Skills: Communication, problem-solving, reliability, attention to detail

PROFESSIONAL EXPERIENCE

IT Support / Graphics and Video Editor – LGU of San Francisco, Agusan del Sur | 2018 – Present

- Handled troubleshooting of office computers, network setups, and software maintenance.
- Designed visual content, posters, and layouts for local events and digital announcements.
- Scheduled virtual meetings and managed online documentation.
- Supported staff with technical issues, ensuring smooth day-to-day IT operations.

Freelance Web Developer / Virtual Assistant – Remote (Cagayan de Oro City) | 2016-2017

- Provided technical and creative support to clients in the automotive industry (Houston, Texas).
- Developed and updated features for the company's CRM system using web technologies.
- Designed marketing materials and documents using Adobe Acrobat Pro and Canva.
- Assisted in data entry, email handling, and task coordination via online platforms.

EDUCATION

Bachelor of Science in Information Technology

St. Francis Xavier College | 2018 – 2022

Computer Systems Design and Programming (2-Year Course)

AMA Computer Learning Center | 2011 – 2013

ADDITIONAL INFORMATION

- **Languages:** English, Tagalog.
- **Certifications:** [Technical Support Fundamentals – Google / Coursera](#)