

JOHN LLOYD BONGCALES

Cortes, Surigao del Sur, 8313, Philippines +63 966 3047 422 | johnlloydbongcales@gmail.com
<https://www.linkedin.com/in/johnlloydbongcales/>

PROFESSIONAL SUMMARY

- A virtual assistant with more than 3 years of experience in the industry. Totally hardworking for each assigned task. Acquiring knowledge with computer (hardware and software), I am confident in ability with quality to get the work done. Committed to continuous improvements as I am flexible, willing to be trained, and accepts criticisms and opinions from other regarding with my work for me to adjust and grow as not only as a better employee but also as a better workmate.

EDUCATION

Bachelor of Science in Information Technology
North Eastern Mindanao State University

Cantilan, Surigao del Sur, Philippines
2021 – 2025

Bachelor of Science in Education – English
University of Mindanao

IGACOS, Davao del Norte, Philippines
2018 – 2021

Information and Communication Technology
University of Mindanao – Senior High School

IGACOS, Davao del Norte, Philippines
2016 – 2018

WORK EXPERIENCE

Customer Success Specialist
LoanOfficer.ai

March 2025 – Present
California, United States

As a **Mortgage CRM Manager** at a software company specializing in CRM solutions for mortgage professionals, my responsibilities include:

- Organizing, maintaining, and categorizing lead information in Google Sheets to ensure accurate tracking, timely follow-ups, and effective prioritization of prospects.
- Importing, encoding, and regularly updating contact leads within our CRM to ensure reliable data integrity and facilitate smooth handoffs between team members.
- Designing, scheduling, and executing targeted email and SMS campaigns to guide prospects through every stage of the mortgage process.
- Configuring and optimizing **GoHighLevel** to manage lead intake, automate engagement workflows, and oversee the initial onboarding process.
- Directly engaging with new clients to support and guide them through their onboarding journey within our platform.
- Utilizing **Zapier** to automate workflows and connect third-party applications with our CRM, streamlining processes and reducing manual effort.
- Tracking system integrations, monitoring support tickets, and addressing bugs to maintain operational efficiency and a high-quality user experience.

Video Editor

Sun and Sky Entertainment

June 2024 – July 2025

Florida, United States

As a video editor in a full-service production and management company. My responsibilities include:

- Editing and producing high-quality video content for promotional campaigns, social media, and other marketing channels.
- Ensuring video projects meet technical standards and are delivered on time, while maintaining the company's visual style and quality standards.
- Incorporating feedback from team members and clients to refine and enhance video content.
- Staying up to date with industry trends and video editing software to continuously improve my skills and the quality of our video productions.

Data Entry

Stellar Music

Oct 2023 – July 2024

Copenhagen, Denmark

As one of data encoder of this music company based in Denmark, I am under the marketing team and some of my responsibilities is to:

- Gather and encode accurate and complete target data in google sheet for campaigns using data gathering tools.
- Modify code for automated email template for bulk campaign emailing.
- Implemented quality control measures to maintain data integrity and uphold company's needs and standards.
- Communicate effectively with clients and team members to provide insights and recommendations for improving data encoding processes.

Virtual Assistant

Jared Hart

Feb 2023 – Sep 2023

California, United States

As a Video Editor and Social Media Manager (SMM) for a US based direct client, my task includes:

- Assisting my clients for his social media contents.
- Organizing google drive folder and files including documents and video clips.
- Editing videos and posting it on his social media platform (TikTok and YouTube).

Pharmacy Assistant

Bontor Pharmacy

Jan 2021 – May 2022

Cantilan, Surigao del Sur, Philippines

As former pharmacy assistant at a Local Pharmacy, I have gained variety of skills and experience. Some of my responsibilities have included:

- Assisting the pharmacist in filling and dispensing prescription medications.
- Answering phone calls and assisting customers with their questions and concerns.
- Providing customer service and education on the proper use and storage of medications.

Social Media Manager

Facebook Pages

Jan 2016 – June 2018

Meta - Technology Company

Former manager of multiple Facebook pages and some of my responsibilities as administrator includes:

- Posting/Schedule Posting of contents.
- Monitoring of engagement, comments, and inbox.
- Publish advertisements and campaigns to boost page's visibility.

TRAINING

Twenty (20) Hours Quality Management System Standard in Digital Service Delivery Training

- Department of Information and Communication Technology (DICT) – 2024

Twelve (12) Webinar Training in an Online Collab using Google Application

- North Eastern Mindanao State University (former SDSSU) – 2021

Eighty (80) Hours Computer System Services Work Immersion

- CORE Institute of Technology – 2018

CERTIFICATIONS AND LICENSES

- Civil Service Eligible ([Professional Level](#)) – 2022
- Computer System Services [NCII](#) Passer – 2018

TECHNICAL SKILLS

Skills: CRM Management, Automation, Email Management, Lead Funnel, Collaboration, Communication, Microsoft Office, Google Workspace, Video Editing, Canva, Virtual Assistance, Basic knowledge in Web Development.

PORTFOLIO

- <https://www.johnlloydbongcales.com/>