

RICHE ARDA

TECHNICAL VIRTUAL ASSISTANT

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PROFESSIONAL SUMMARY

Technical Virtual Assistant with 4+ years of experience in technical support, system administration, workflow optimization, customer support, and digital operations. Skilled in managing systems, streamlining workflows, supporting users, creating documentation, and leveraging AI-powered automation solutions to improve efficiency. Experienced in remote collaboration, troubleshooting, process improvement, and delivering technical and administrative support in fast-paced environments.

KEY SKILLS

Technical Support | Administrative Support | Process Documentation | Process Improvement | System Troubleshooting | Workflow Automation | Data Entry | Data Management | Microsoft Teams Administration | Customer Support | AI Automation | Data Analysis | Software Development | API Integration | Client Communication

PROFESSIONAL EXPERIENCE

IT Staff Level 3

Miesto International Foods Corporation | *Jul 2025 – Present*

- Provide technical and operational support across multiple companies by resolving hardware, software, and SAP Business One issues efficiently.
- Generate and deliver reports through SAP Business One to support business and management decisions.
- Audited and optimized reporting systems by reducing redundant processes and improving reporting efficiency and usability.
- Designed and implemented an AI-powered Claude integration connected to internal business data, enabling management to access real-time insights and monitor key metrics through conversational queries.
- Collaborate with users and stakeholders to identify workflow bottlenecks and implement process improvements.

Junior Programmer

Symon Systems and Allied Services | *Apr 2023 – Dec 2024*

- Developed and implemented a batch upload feature that reduced manual work by approximately 70%, improving operational efficiency and reducing processing errors.
- Improved system functionality through troubleshooting, process optimization, and implementation of best practices.
- Worked closely with internal teams and clients to resolve technical issues and ensure smooth business operations.
- Gathered user requirements and translated business needs into practical technical solutions.
- Maintained consistent communication with stakeholders and clients regarding project requirements and deliverables.

Data Management Intern

Mandaue City Health Office | *Oct 2021 – Dec 2021*

- Processed, cleaned, and validated COVID-19 vaccination records while maintaining data accuracy and consistency.
- Managed high-volume data entry with strong attention to detail.
- Organized and verified reports used for operational monitoring and decision-making processes.
- Maintained confidentiality while handling sensitive information.

IT Assistant

Mandaue City College | *Jul 2017 – Oct 2021*

- Provided technical support to over 1,000+ students, faculty, and staff while maintaining minimal operational disruption.
- Managed Microsoft Teams accounts, online learning platforms, and user access requests.
- Installed, configured, and maintained computer systems, printers, and classroom technologies.
- Assisted with administrative tasks, technical documentation, scheduling support, and event technology coordination.
- Resolved technical concerns while maintaining high customer service standards.

TECH PROFICIENCY

Productivity & Administration:

Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365

Communication & Collaboration:

Slack, Zoom, Google Meet, Calendly, Microsoft Teams

Automation & AI Tools:

ChatGPT, Claude, n8n, Zapier, Make.com, Google App Script, VAPI, Retell AI

EDUCATION

Bachelor of Science in Information Technology

Mandaue City College | Cebu City, Philippines |2021

REMOTE WORK READINESS

Internet: *PLDT Fiber up to 300 Mbps | Backup: Smart 5G mobile hotspot*

Power Backup: *Portable Power Bank*

Equipment: *Acer Aspire 7 with i5 12th Gen processor and 16 gb of RAM | Dual monitors | Noise-cancelling headset | HD webcam*

Workspace: *Dedicated home office | Quiet environment*