

OLIVER BARTOLATA

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PROFESSIONAL SUMMARY

Detail-oriented and tech-savvy Administrative Professional with a strong background in Information Technology and client support. Proven track record of managing digital databases, handling high-volume content updates, and maintaining accurate documentation. Adept at coordinating daily office workflows, resolving internal helpdesk tickets, and ensuring excellent service delivery. Highly organized, bilingual, and ready to bring advanced digital efficiency to the administrative operations at the University of the Philippines.

SKILLS

Administrative: Document Review, Data Entry, Records & File Management, Microsoft Excel, Microsoft Word, Office Operations, Time Management, Problem Solving.

Technical Support: Hardware & Software Troubleshooting, Information Systems, IT Administration, Web Editing, Content Management Systems (CMS).

Collaboration & Languages: Cross-functional Teamwork, Interpersonal Communication, Adaptability, English (Fluent), Filipino (Fluent).

Digital Capabilities: Web Development Basics (HTML/CSS, Python, JavaScript), Database Queries, Technical Documentation.

PROFESSIONAL EXPERIENCE

Client Support Specialist (Web Builder/Data Specialist)

08/2024 – 10/2025

Luxury Presence | West Hollywood, CA (Remote)

- Managed and updated database records and web content for 200+ client portals monthly, ensuring strict adherence to formatting and quality guidelines.
- Maintained a rapid turnaround time of 1.1 hours per administrative request, consistently exceeding stakeholder satisfaction targets.
- Audited digital assets and documents for consistency, contributing to a 50% increase in user engagement and portal usability.
- Supported 50+ clients monthly by implementing requested operational updates, system optimizations, and troubleshooting portal issues.

IT Intern - Front End Developer

03/2023 – 07/2024

Award Mortgage Global Inc | Metro Manila, Manila

- Administered the internal employee ticketing system, resolving IT and operational support requests for office staff.
- Conducted regular audits and inventory checks of office hardware and software assets to ensure operational readiness.
- Assisted in updating and maintaining the company's internal information portal and digital databases daily.

Collection Advisor

05/2022 – 03/2023

Concentrix | Metro Manila, Quezon City

- Performed high-volume, accurate data entry, file organization, and generated daily performance reports for management review.
- Applied advanced time-management techniques to meet strict administrative deadlines in a fast-paced environment.
- Handled complex inquiries using creative problem-solving and effective interpersonal communication.

EDUCATION

Pamantasan Ng Lungsod Ng Maynila | Bachelor of Science in Information Technology

Graduation: 02/2024

Fr. Pierre Tritz Institute - ERDA Tech | Technical Vocational Specialization in Machining

Graduation: 03/2019