



# BENJIE DIANGA

Computer Engineer/Virtual Assistant

Meticulous, task-driven Executive Assistant with experience in managing database, CRM, social media, and office operations. Equipped with exceptional ability to facilitate all aspects of internal and external communications, support the day-to-day administrative, financial, and operational functions by working collaboratively with the team. Proven talent for aligning business objectives with comprehensive administrative knowledge to achieve maximum operational impacts, conserve time and boost efficiency.

## CONTACT

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Brgy. 19-B, Awhag Subdivision,  
Bacaca Rd., Davao City

## EDUCATION

### Bachelor of Science in Computer Engineering

University of Mindanao  
2015 - 2022

## SKILLS

Database/CRM management  
Microsoft Office Suite  
Calendar management  
Audio/Video Editing  
Funnel and website building  
Social Media Management  
Digital Marketing  
Email Management  
Record Maintenance  
Graphic Design  
Python and HTML/CSS

## LANGUAGE

English  
Filipino

## Work Experience

Oct 2021 - Present  
freeEDU.fi | Finland

### AI/Machine Learning Content Creator

- Create programming activities, exams, and lessons using Python
- Produced over 200+ programming tutorial videos
- Include topics in SQL, AzureML, GCP, Streamlit, Data preprocessing and Visualization, build Regression and Classification models, and etc.

Nov 2022 - Sept 2023  
On Tap Digital | Brisbane, Australia

### Technical Virtual Assistant

- Creating workflow automations using Go HighLevel
- Built a company website in Wordpress resulting to increased trust from clients
- Managed both the company CRM and client's CRM
- Cleaning, importing, and managing database for clients
- Create graphics for social media posting
- Built funnel templates for Facebook, Google and Tiktok ads
- Managed Twilio numbers and registration compliance requirements
- Troubleshoot issues and glitches with automations and integrations
- Set up domain, google and payment integrations
- Answer clients' queries regarding the services they are using with us

Aug 2021 - Oct 2022  
Kylie Brennan Coaching | Sydney, Australia

### Executive Assistant

- Implemented email campaigns and templates
- Optimized existing website and setup SEO
- Respond and engage with clients via email and social media
- Create graphics and lead magnets for social media posts
- Managed calendar, schedule and follow up appointments
- Managed Zoom meetings, schedules, recordings and transcriptions
- Organized email inbox, labels, folders, and integration with scheduling platform
- Integrate the database from MemberVault to MailChimp using Zapier
- Generate CSV and excel files of prospects and paying clients

2017 - 2021  
iQor Davao | Davao City, Philippines

### Customer Service Representative

- Answer calls from customers across US regarding their home appliances and systems' problems
- Outbound calling technicians from nearby areas to fix clients' issues
- Create tickets for customer concerns that needs immediate attention
- Process refunds and cater clients calling to sign up/cancel or update a contract