Wilford Woodruff Dadis

Bohol, Philippines

Experience

Mentor and Support Agent (Contractual) July 2023 - Present
Springboard Remote

- Assisted students in planning and scheduling learning activities, ensuring deadlines and requirements were met
- Assisted students in setting actionable goals, such as improving study habits, which boosted academic performance and enhanced time management in daily life

Technical Support Agent (Contractual) Jan 2025 – Jan 2026
Global Managed Services Remote

- Reduced repeat issues by identifying root causes and providing long-term solutions
- Guided customers through step-by-step solutions and system navigation in a clear and user-friendly manner

Freelance Graphic Designing Dec 2022 – March 2025
Behance Remote

- Managed project timelines delivered design materials on schedule and coordinated remotely with international clients
- Supported branding initiatives by managing visual consistency across platforms
- Utilized wireframing and prototyping tools to create interactive prototypes, allowing for iterative feedback and refinement

Customer Service Representative Apr 2022 - Nov 2022
TaskUs Tagbilaran City, Bohol, Philippines

- Handled order tracking, account adjustments, and other service needs in a non-voice environment
- Utilized knowledge management systems and resources to access product information, policies, and procedures to provide accurate and consistent support

I.T Personnel Aug. 2019 – Feb. 2020
Dr. Cecilio Putong National High School Tagbilaran City, Bohol, Philippines

- Provided user-friendly software for teachers and non-teaching staff
- Developed efficient and fast-speed computers by setting up new systems, new applications, and upgrades

Skills

- Email & Chat Customer Support
- Calendar & Travel Coordination
- Record-Keeping & Data Entry Accuracy
- Strong Communication & Organizational Skills
- Remote Collaboration & Initiative

Education

Associate Degree in Professional Studies
Brigham Young University–Idaho Rexburg, Idaho, U.S.A.

Associate Degree in Computer Technology
BIT International College System Tagbilaran, Bohol, Philippines

Administrative Assistant Certificate

- Managed calendars, scheduled meetings, and coordinated travel arrangements.
- Performed data entry, document preparation, and office organization tasks.
- Provided customer service, answered inquiries, and supported team operations effectively.