



Georick John P. Vendal

North Eagle 2 San Miguel, Tagum City

+63-955-248-8714

[Email](#)  [LinkedIn](#) 

PROFESSIONAL SUMMARY:

IT Helpdesk Specialist with 5+ years of experience delivering Level 1 & Level 2 technical support in remote and enterprise environments. Skilled in Microsoft 365, Azure AD, Active Directory, Citrix, and Mimecast, with proven expertise in user account management, system troubleshooting, and remote diagnostics using ControlUP and DaaS. Backed by a strong foundation in customer service, compliance, and process documentation, ensuring efficient issue resolution while maintaining high service standards and data security.

EDUCATIONAL BACKGROUND:

STI - Diploma in Information Technology - 2010 to 2014

WORK EXPERIENCE:

IT Helpdesk Specialist

***Kelley Kronenberg* | Remote | Nov 2020 – March 2026**

- Provide Level 1 & 2 technical support for internal and external clients, troubleshooting issues on Microsoft Office 365, Citrix, Microsoft Azure, Mimecast, and other platforms.
- Manage user accounts, permissions, and access using Active Directory and Azure.
- Utilize remote support tools including ControlUP and DaaS for efficient problem resolution.
- Document technical procedures.

Verification Specialist

***CERTN* | Remote | Nov 2019 – Oct 2024**

- Conduct comprehensive background checks on applicants for employment, loans, and rental screenings.
- Analyze data with high accuracy and maintain confidentiality, ensuring client compliance and security.
- Collaborate with cross-functional teams to improve verification processes and turnaround times.

Inside Sales Representative

***Luum Textile* | Remote | Jul 2022 – Sep 2022**

- Managed customer inquiries and sales orders via email and phone, driving customer satisfaction and repeat business.
- Coordinated with logistics to ensure timely order fulfillment.

Order Processor

***E-jam* | Remote | Nov 2018 – Nov 2019**

- Handled order processing on Rakuten/Shopify website stores and dropshipping in AliExpress/Alibaba and Amazon.
- Managed customer communication related to order status, returns, and shipping inquiries.

Order Processor / Email Support

***Nadela Siblings Solution* | BPO | Apr 2016 – May 2017**

- Processing orders and providing email support for customer inquiries.
- Coordinated with vendors and internal teams to resolve order issues promptly.

Healthcare Insurance Consultant

***Sutherland* | BPO | Feb 2015 – Oct 2015**

- Assisted clients with healthcare insurance inquiries, claims, and policy information.
- Delivered clear, professional customer service in a fast-paced call center environment.

SKILLS

- IT Helpdesk (Level 1): Office 365, Citrix, Microsoft Azure, ControlUp, DaaS, NetDocuments, ATO, EAPro, Mimecast
- Order Fulfillment & Processing: AliExpress, Shopify, Oberlo, Rakuten, and Amazon
- Appointment Setting & Cold Calling: Zoom Phone, Fresh caller, Cisco Jabber, and Air Call
- Customer Support: Email & Chat via Zendesk, Freshdesk, Gmail, HubSpot, Slack, and Teams
- Technical Proficiency: Microsoft Office Suite (Outlook, Word, Excel, PowerPoint).
- Communication: Strong written and verbal communication with cross-functional teams and clients