

KEN ANDREI CADUNGOG

EXECUTIVE ASSISTANT | BUSINESS OPERATIONS | CRM SUPPORT

Philippines | k.a.cadungog@gmail.com

linkedin.com/in/ken-andrei-cadungog-6682a41ba

PROFESSIONAL SUMMARY

Virtual assistant and operations professional with experience supporting an Australian business development team, managing Monday.com CRM records, researching B2B prospects, and coordinating outreach and follow-up. Background in IT and data management, customer service, and remote administration. Uses AI tools and workflow automation to support research, communication, and daily operations.

CORE SKILLS

Executive and administrative support | Inbox and calendar coordination | CRM administration | B2B prospect research | Outreach and follow-up | Reporting and documentation | Data validation | Customer support | IT troubleshooting | Workflow automation

PROFESSIONAL EXPERIENCE

Virtual Assistant and Business Development Support | 2026

Australian Business Development Team | Remote

- Research and qualify B2B prospects, verify business contacts and commercial property owner records, and prepare leads for outreach.
- Maintain Monday.com CRM records, remove duplicates, document interactions, and organize contact information for follow-up.
- Draft outreach emails, coordinate follow-up activities, and prepare operational updates and reports for the team.
- Support Outlook inbox and calendar coordination and communicate task updates through Microsoft Teams.
- Use ChatGPT, Claude, and Perplexity to assist with research, draft communications, and organize information for daily tasks.

Chief IT - Data Management Office | March 2024 - September 2025

Pagadian City Mayor's Office

- Managed IT operations and data management tasks, coordinating technical support and administrative priorities across departments.
- Maintained databases and system access, resolved technical issues, and handled sensitive organizational information.
- Prepared operational reports and organized records to support management decisions.

Customer Support Representative | February 2023 - March 2024

Remote

- Handled customer inquiries by phone, email, and live chat, prioritizing requests and following issues through to resolution.
- Recorded customer interactions and next steps accurately while managing multiple conversations in a remote environment.

Data Entry Specialist | July 2022 - January 2023

Remote

- Processed and validated business data, identified inconsistent records, and maintained documentation under established quality procedures.

TOOLS

Monday.com CRM | Apollo | Microsoft Word, Excel, Outlook and Teams | Google Workspace | Zoom | Slack | ChatGPT | Claude | Perplexity | n8n

EDUCATION

Bachelor of Science in Civil Engineering — Southern Mindanao Colleges | 2020