

Neste Joy Tolentino

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PROFESSIONAL SUMMARY

Organized and detail-oriented Information Technology graduate with hands-on experience in graphic design, data entry, and file organization, along with a strong foundation in digital tools, data organization, and remote collaboration platforms. Skilled in Google Workspace, Canva, and Notion, with working knowledge of automation basics (N8N) and adept at calendar management, email handling, and task prioritization. Seeking a Virtual Assistant role where technical problem-solving meets administrative efficiency, helping clients streamline daily operations.

EDUCATION

West Visayas State University

Bachelor of Science in Information Technology (Cum Laude)

- Major in Software Technologies

Aug 2022 - June 2026

Iloilo City, Philippines

EXPERIENCE

Callbox Iloilo Inc.

Tech Support Trainee

Feb 2026 – Apr 2026

Iloilo City, Philippines

- Provisioned and set up a secure VPN infrastructure on Google Cloud Platform using WireGuard, enabling encrypted remote access for internal operations.
- Built and deployed internal web applications with REST API integrations, managing remote deployments via WinSCP and PuTTY on local servers.
- Installed and arranged a Proxmox VE environment on bare-metal hardware; integrated Nagios for infrastructure monitoring and Samba for centralized file sharing
- Assisted in network troubleshooting and physical infrastructure setup, including the termination and punch-down of modular connectors onto patch panels
- **Technologies Used:** Google Cloud Platform, Google Workspace, Wireguard, Proxmox, Nagios, PuTTY, WinSCP

PROJECTS

Automated Email Inbox Management System | N8N, Gmail, Slack, Airtable

- Built an automated email triage system that reads, sorts, and labels incoming Gmail messages in real time — eliminating the need to manually sort through a busy inbox to figure out what needs attention first.
- Set up AI-powered classification that automatically tags each email by type (Meeting Requests, Invoices/Billing, Employee Time-Off Requests, General Inquiries, FYI/No Action Needed) and by urgency (Urgent, Within 3 Days, Within the Week), so priorities are always clear at a glance.
- Configured instant Slack alerts for time-sensitive emails, ensuring urgent items never sit unnoticed in the inbox.
- Designed a review safety net so any unclear or ambiguous email is automatically flagged for a human to check, instead of risking an important message being mislabeled or missed
- Maintained an organized activity log to track how well the system was performing over time, allowing continuous fine-tuning for better accuracy.

Liwaliw - Nature Therapy Mobile Application | Figma, Dart/Flutter

- Designed the prototype and user flow in Figma for a mobile app that provides personalized green and blue space recommendations (parks, forests, lakes, coastlines, etc.) for nature therapy.
- Mapped out key user flows in Figma — including onboarding/preference input, browsing recommended spaces, and viewing location details — to create an intuitive path from opening the app to finding a suitable nature spot.
- Implemented the frontend using Flutter/Dart in Visual Studio Code, building the app natively for Android.

SKILLS

Core Expertise: Email & Inbox Management, Workflow Automation, Data Entry, File & Data Management, Calendar & Scheduling, Visual & Graphic Design, Prototyping, Video Editing

Tools: Google Workspace, N8N (Workflow Automation), Notion, Airtable, Slack, Figma, Canva, Adobe Illustrator, CapCut

Technical Proficiency: HTML, CSS, JavaScript, Python, Dart, Proxmox, Nagios, WinSCP, PuTTY, Android Studio, GitHub