

JOVIE BELARMINO-SISON

VIRTUAL ASSISTANT | TECHNICAL & CUSTOMER SERVICE SPECIALIST

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WORK EXPERIENCE

Technical Support Advisor , Concentrix Corporation

June 2019 - Sept 2025

Dec 2022 - Sept 2025:

- Delivered real-time chat support to global English-speaking users of our VOIP videotelephony, conferencing, voice-call, and messaging app.
- Diagnosed and resolved technical issues related to audio/video quality, connectivity, and feature configurations.
- Escalated complex software bugs or account-specific issues to engineering and product teams with detailed reports

Dec 2020 - Nov 2022:

- Handled outbound calls and emails to troubleshoot issues, ensure timely resolution, and maintain exceptional customer satisfaction as the first point of technical contact, managing B2B SaaS ticketing system for clients in India.
- Monitored and managed the end-to-end ticket lifecycle in the SaaS support platform
- Triage incoming technical requests, replicate customer environments, and work with engineering teams on escalations.

Jun 2019 - Dec 2020:

- Handled inbound calls from customers across Europe, the Middle East, and Africa, diagnosing and resolving mobile operating system issues.
- Isolated software and hardware faults, guide users through configuration steps, and coordinate repair or replacement services.
- Created and managed repair tickets, schedule courier pickups, and track device returns, provided clear status updates and manage customer expectations throughout the support process

Senior Associate Dispute & Claims Specialist, Sutherland Global Services

June 2015 - Mar 2018

- Served as first point of contact via phone to address disputes and claims for buyers and sellers, supporting Australia and New Zealand users of our global online payment platform.
- Managed escalations, investigated transactions, reviewed evidence, and validated documentation to determine claim outcomes.

Technical Support Specialist, Convergys Philippines Services Corp

Oct 2014 - Mar 2015

- Served as the first point of contact via phone to diagnose and resolve Triple Play services: Internet, TV, and Phone issues to US-based residential customers.
- Guided customers through installation, activation, and configuration of modems, routers, set-top boxes, and VoIP devices.
- Monitored network diagnostics and escalate complex outages or service disruptions to the appropriate engineering teams.

Customer Care Specialist, IBM Global Process Services

Nov 2013 - May 2014

- Served as the primary point of contact via phone for loyalty program members, handling inquiries about mile accrual, redemptions, elite status benefits, partner awards, and account issues.
- Ensured that members maximize their rewards and enjoy seamless program experiences.

Senior Associate Document Analyst, Innodata Knowledge Services Inc.

Dec 2012 - Jun 2013

- Played a critical role in transforming books, articles, and magazines into structured, searchable assets.
- Distilled complex texts into concise abstracts, assign accurate metadata, and create indexing schemes that enable efficient content discovery
- Ensured that researchers, librarians, and knowledge workers can quickly locate the precise information they need.

SKILLS

- HIPAA Certified
- Technical Support and Customer Service
- Email & Calendar Management
- Appointment Setting
- Customer Profiling
- Copywriting
- Adaptable to new tools & systems
- Collaborative Team Player
- Independent Contributor

TOOLS & TECHNOLOGIES

Office & Productivity	Communication & Collaboration	Web & Social Media
• Microsoft Office • Google Workspace • Canva • Hootsuite • Wixsite • DrChrono	• Slack • Zoom • Microsoft Teams • Monday.com	• LinkedIn • Facebook • Twitter • Instagram • PayPal

EDUCATION

Bachelor of Science in Food Technology (Major in Chemistry)

Bicol University

- Honed precise procedural compliance and laboratory best practices.

AWARDS & CERTIFICATES

- **HIPAA certified and trained Medical Admin and Billing Specialists**
 - Experienced in ensuring patient data privacy and seamless healthcare operations. Ready to bring precision, confidentiality, and excellence to your team.
- **Awarded for 5 Years of Exemplary Service and Loyalty**
 - Recognized for unwavering dedication and consistent performance over five years. Ready to bring the same level of commitment and excellence to your team
- **Recipient of the Unsung Hero Award**
 - Honored for exceptional dedication and contributions behind the scenes. Ready to bring the same passion and teamwork to your organization.
- **Certified in Dispute and Claims Management**
 - Trained to handle disputes and claims efficiently and effectively, ensuring fair and satisfactory resolutions. Ready to bring my expertise to enhance your team’s success.
- **Awarded for Communication Excellence**
 - Recognized for outstanding communication skills, ensuring clear, effective, and impactful interactions. Ready to bring this excellence to foster collaboration and success within your team.
- **Certified in Technical Support**
 - Equipped with specialized training in technical support, ready to diagnose and resolve issues efficiently. Committed to enhancing user experience and providing top-notch service.