



JOVIE SISON

GENERAL VIRTUAL
ASSISTANT |
TECHNICAL &
CUSTOMER SUPPORT
SPECIALIST

CAREER OVERVIEW

I'm a proactive Customer Service Assistant with 5 years of experience assisting U.S., U.K. and Australia based customers, handling various functions of Technical Support and Customer Service, from dealing with dissatisfied customers to answering phone calls.

KEY COMPETENCIES

- Microsoft Office Guru
- Goal-oriented focus
- Profiling Customers
- Can easily adapt different tools and system
- Willing to be trained

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Taytay, Rizal 1920

WORK SUMMARY

Technical Support Advisor

Concentrix Corporation | June 2019 - November 2020

- Worked with multinational technology company and handled customers in UK, Middle East and Africa
- Assisting customers in troubleshooting their phone's operating system and software issues
- Helps isolating software and hardware issues and setting up repair

Senior Associate Customer Service Specialist

Sutherland Global Services | June 2015 - Mar 2018

- Worked with an American company operating worldwide online payments system and handled customers in Australia and New Zealand
- Handling buyers and sellers' dispute and claims
- Assisting customers in managing their financial account

Technical Support Specialist

Convergys Philippines Services Corporation | Oct 2014 - Mar 2015

- Worked with an AT&T brand of triple-play telecommunications services
- Helps troubleshooting technical issue on cable, phone and internet connection

Customer Care Specialist

IBM Global Process Services | Nov 2013 - May 2014

- Worked with a major American Airline in assisting customers in managing their MileagePlus account
- Helping customers in computing and redeeming their mileage points

Senior Associate Document Analyst

Innodata Knowledge Services Inc. | Dec 2012 - June 2013

- Writing abstract and indexing from books, articles and magazines.

ACADEMIC BACKGROUND

Bicol University

Bachelor of Science in Food Technology | June 2008 - Mar 2012

- Masters in Chemistry
- Honed in properly following procedures

WORK REFERENCES

Keren Cajes-Ame
Freelancing & Social Media Coach
Project Management Trainer
Filipino Virtual Assistance by FVA Consultancy
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