

JAYSON BANLASAN

VIRTUAL ASSISTANT



B6 L16 Kristina home's
Lubogan Toril Davao City,
Davao City, 8000, Philippines



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Experienced Virtual Assistant and Customer Support Specialist with 7 years of expertise in sales, customer service, and account management. Proven ability to drive results, enhance customer satisfaction, and adapt quickly to diverse roles. Passionate about helping businesses grow through effective communication, resourcefulness, and a commitment to excellence.

WORK EXPERIENCE

Veriheal

Jan 2020 - Jan 2024

VIRTUAL ASSISTANT

My last job was as a Virtual Assistant at Veriheal, where I assisted people in scheduling appointments with our doctors for their cannabis cards.

Teleperformance

Jan 2019 - Jan 2020
Davao City

TECHNICAL SUPPORT REPRESENTATIVE

I have also had an opportunity to work in Technical Support at Comcast, where I helped customers troubleshoot problems with their routers and other Internet-related issues. Diagnosing the connectivity issues entailed walking the customer through troubleshooting steps so that their internet services were back up and running again.

Concentrix

Jan 2017 - Jan 2019
Davao City

SELLER SUPPORT REPRESENTATIVE

I have over six years of customer-facing experience, the biggest chunk of which has been in e-commerce. Previously, I worked with Amazon as a seller support associate and helped sellers manage their accounts, process refunds, delete negative feedback, and manage listings. I have also worked as a Technical Support Representative with Razer and helped customers troubleshoot and repair various issues in their laptops and other computer peripherals.

Acsentria

Jan 2016 - Jan 2017
Davao City

CUSTOMER SERVICE REPRESENTATIVE

This is the first BPO company I worked with, I set appointments for auto insurance, health insurance, smart apartments, and senior benefits.

SKILLS

Customer Service Excellence

CRM Software Proficiency

Goal-Oriented Approach

Appointment Scheduling

Communication Skills

Team Collaboration

Conflict Resolution

Virtual Assistance

Critical Thinking

Data Analysis

Negotiation

Leadership

Creativity

LANGUAGES

- English
- Filipino
- Bisaya

PERSONAL DETAILS

Date of birth:

18 Sep 1995

Nationality:

Filipino

Marital status:

Single

EDUCATION

Don Juan Central
Elementary School
2008

PRIMARY SCHOOL

Doña Carmen Deña
National High
School
2013
Davao City

SECONDARY

AMA Computer
College - Davao
Campus
2019
Davao City

BACHELOR OF TECHNOLOGY