

JAYBEN BARRAMEDA

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OBJECTIVE

To secure a Virtual Assistant role where I can leverage my experience in chat sales, customer support, billing assistance, and administrative coordination to contribute to business growth while continuously developing my professional skills.

PROFESSIONAL EXPERIENCE

Virtual Assistant (Chat Sales & Customer Support)

OnlyGrowth Agency – Maloum.com | November 15, 2025 – Present

- Provide real-time chat-based customer and sales support for Maloum.com.
- Assist customers in purchasing premium images and videos of models.
- Drive revenue through personalized engagement, upselling, and objection handling.
- Manage customer inquiries, transactions, and post-sale support.
- Maintain accurate chat logs, customer data, and sales records.

Virtual Assistant (Billing & Account Support)

airSlate / pdfFiller | November 2023 – November 2025

- Provided billing and account support via calls, live chat, and ticketing systems.
- Handled customer billing inquiries, refunds, subscriptions, and account issues with accuracy and professionalism.
- Maintained and updated customer records while ensuring data accuracy and confidentiality.
- Collaborated with internal teams to resolve complex billing cases efficiently.
- Delivered clear communication and effective problem-solving to maintain high customer satisfaction.

Subject Matter Expert

Sutherland (GoDaddy) | October 2018 – November 2023

- Demonstrated expert product knowledge and resolved complex customer inquiries.
- Trained internal teams and supported process improvement initiatives.
- Served as an escalation point for critical customer issues.
- Mentored team members while maintaining high-quality performance standards.

Customer / Technical Service Representative

Sitel (Bell Canada) | February 2016 – September 2018

- Delivered excellent customer support for billing and technical concerns.
- Processed service orders, promoted products, and ensured customer satisfaction.

Senior Store Keeper

Techno Panel (KSA) | January 2016 – June 2016

- Managed inventory, storage, and order fulfillment.
- Maintained accurate records and ensured warehouse safety compliance.

Logistics Administrator

Arabian Trading Supply (KSA) | January 2010 – April 2014

- Coordinated inventory, shipments, and logistics documentation.
- Implemented logistics strategies to improve efficiency and support the supply chain.

EDUCATION

Professional Caregiving Course | St. Augustine School of Nursing | 2008 – 2009
Hotel and Restaurant Management | Cavite State University | 2006 – 2008

TRAININGS & CERTIFICATIONS

General Virtual Assistant | VA Training PH | June 2023
WordPress, SEO & Marketing | CourseBelt | January 2021
Household Services NCII | E-Seal Academy | June 2009

SKILLS

Virtual Assistance • Chat & Email Support • Chat Sales & Upselling • Billing & Account Management • CRM & Ticketing Systems • Data Management • Customer Retention • Time Management • Attention to Detail • Communication & Problem-Solving