







About Me

Customer Support and Virtual Assistant professional with 8+ years of experience in SaaS, billing, and technical support. Skilled in high-volume chat communication, problem-solving, and delivering clear, customer-focused solutions for global companies.

Contact

-  +63970 148 0684
-  vajayben@gmail.com
-  <https://jayben.silverforms.com/>
-  Calatagan Batangas,
Philippines 4215

Skills

- Effective Communication
- Adaptability & Flexibility
- Critical Thinking
- Leadership
- Problem-Solving

Language

- English
- Filipino

JAYBEN BARRAMEDA

Customer Service VA

Work Experience

Billing Support Representative 11/2023 – 11/2025

Airslate / pdfFiller

Provided billing and account support through calls, chats, and ticketing systems, resolving subscription issues and refunds accurately. Collaborated with internal teams to handle complex cases while maintaining high customer satisfaction through clear communication and efficient problem-solving.

Subject Matter Expert 10/2018 – 11/2023

Sutherland (GoDaddy)

Served as a Subject Matter Expert, resolving complex customer issues, handling escalations, mentoring team members, and supporting training, process improvements, and product development while maintaining high quality standards.

Customer/Technical Service Representative 02/2016– 06/2018

Sitel (Bell Canada)

Delivered high-quality customer support by resolving technical and billing issues, processing service orders, promoting products, and maintaining accurate account records while ensuring prompt and reliable solutions.

Education & Trainings

St. Augustine School of Nursing 2008 – 2009

Professional Caregiving Course

Cavite State University 2006 – 2008

Hotel and Restaurant Management

VA Training PH June 2023

General Virtual Assistant

CourseBelt January 2021

WordPress, SEO, & Marketing

E-Seal Academy June 2009

Household Services NCII