



# JAYBEN BARRAMEDA

Customer Service VA

## 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

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 Calatagan Batangas,  
Philippines 4215

## Skills

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

## Language

- English
- Filipino

## 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