



# JEFFERSON VISTADA

Junior Account Manager | CSR



<https://curriculum-vitae-eight-alpha.vercel.app/>



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Cabanatuan, Nueva Ecija

## SKILLS

- Fluent in English (written and verbal)
- Typing speed: 40-45 wpm
- Proficiency in Microsoft Office and Google workspace
- Basic Canva and Photoshop design skills
- Experience with CRM tools; quick to adapt and learn new platforms
- Experience with ticketing systems for customer support and issue tracking
- Experience using communication tools
- Drafting detailed house plan
- Basic Knowledge in Front-End Web Developing

## LANGUAGE

English  
Filipino

## Professional Experience

Versatile and detail-oriented professional with experience in customer service, recruitment, content moderation, and data annotation. Skilled in live chat support, candidate sourcing, quality control, and AI data labeling. Also a creative freelance illustrator with a focus on ballpoint pen and colored pencil artwork. Known for adaptability, confidentiality, and delivering consistent, high-quality results across diverse roles.

## WORK EXPERIENCE

### FULL TIME

#### Customer Service Representative | Amazon | Sutherland

July 2024 – June 2025

- Delivered excellent customer support by addressing inquiries, resolving issues promptly, and ensuring customer satisfaction through effective communication and problem-solving skills.

#### Junior Account Manager/Chat Moderator | Influencing Media LLC

May 2021 – July 2024

- Provided timely live chat support, ensured organized data management, handled sensitive information with confidentiality, and effectively managed multiple tasks under pressure with strong attention to detail.

#### Sourcing Specialist | BPO | Sapient Global Careers

May 2020 – May 2021

- Proactively sourced qualified candidates through multiple channels, reduced time-to-hire with targeted outreach and follow-ups, and maintained an organized talent database for future hiring needs.

#### Quality Control | Excell Coil Coating Corporation

December 2015 – March 2020

- Conducted thorough inspections of materials and products to ensure quality and accuracy, communicated issues to the production team, and helped improve overall product standards by identifying defects promptly.

### PART-TIME (0-4hrs/week)

#### Tasker | Image Segmentation/Annotation | Remotask.com

Since April 2017

- Performed accurate image annotation and segmentation tasks to support AI training, ensuring high-quality data labeling by following project guidelines and maintaining consistency and attention to detail.

#### Illustrator | Freelance

Since April 2018

- Created detailed and expressive illustrations using ballpoint pen and colored pencils, showcasing strong attention to texture, shading, and composition while maintaining a unique and personal artistic style.

## EDUCATION AND CERTIFICATIONS

Information Technology (Undergrad)

Nueva Ecija University of Science and Technology

2011 - 2012

Basic and Advanced Autocad

Provincial Manpower Training Center

2014 - 2015