

Contact

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Top Skills

Amadeus Alt-√©a Customer Management System (CMS)

Tasker Onboarding

Remote Instruction

Joseph Baguio

Crypto Professional | Customer Support, Compliance, & Security |
Passionate About Web3 & Blockchain Integrity | Ex-Kraken
Davao, Davao Region, Philippines

Summary

I'm a Customer Support and Onboarding Specialist with over 5 years of experience across fintech, crypto, travel, food delivery, and tech training. I've supported thousands of users through chat, email, and voice channels, helping them solve billing issues, navigate onboarding processes, and troubleshoot order concerns with empathy and speed. At Kraken, I led KYC verification, client onboarding, and AML support using Zendesk and internal CRM tools, ensuring compliance while maintaining a 97% satisfaction rate.

Previously at VXI (AT&T) and DoorDash, I handled large volumes of billing and order-related queries, often upselling services and helping reduce escalations. I also worked with Teleperformance (Expedia) where I managed flight, hotel, and car bookings using Amadeus and Saber GDS, handling rebookings and refunds under tight timelines. As an Instructor at Remotasks, I trained global taskers on LiDAR annotation, image segmentation, and quality standards, improving team readiness and output.

Outside of traditional roles, I'm deeply engaged in Web3 communities, trading on DEX platforms, participating in NFT projects on Base, and actively following new launches like DIMES. I bring user-first thinking, strong operational awareness, and a clear communication style to every project.

Experience

Kraken Digital Asset Exchange

Onboarding Specialist

February 2024 - February 2025 (1 year 1 month)

Remote

Managed end-to-end onboarding of new users on Kraken's crypto platform, focusing on KYC verification, compliance, and user support. Reviewed identity documents, conducted due diligence, and ensured AML procedures were

followed. Responded to client inquiries via chat and email using Zendesk, delivering timely and accurate assistance. Collaborated with internal teams to resolve complex cases and maintain a smooth user onboarding experience.

Remotasks

Training Instructor

August 2022 - March 2023 (8 months)

Remote

Led virtual training sessions for new taskers in LiDAR annotation, image segmentation, and object labeling. Designed and delivered instructional materials to help trainees understand project guidelines and tool usage. Provided real-time feedback, answered questions, and ensured consistent annotation quality. Assisted with tasker recruitment and onboarding, contributing to smoother project scalability and workforce readiness.

DoorDash

Order Entry Specialist

November 2020 - June 2022 (1 year 8 months)

Davao, Davao Region, Philippines

Managed high-volume order entry and processing for DoorDash's food delivery platform. Ensured order details, special instructions, and promo codes were accurately entered and updated in real time. Coordinated with restaurant partners and internal teams to resolve issues quickly and reduce cancellations. Maintained a fast and accurate workflow during peak hours while providing efficient support to enhance the customer experience.

VXI Global Solutions

Customer Service Representative (AT&T)

January 2019 - September 2020 (1 year 9 months)

Philippines

Handled billing-related inquiries and technical support for AT&T customers through voice support. Assisted with plan upgrades, payment arrangements, overcharge corrections, and troubleshooting account issues. Worked with internal billing systems to ensure accurate and timely resolution, while maintaining a professional and empathetic tone. Regularly met performance targets for call handling time, customer satisfaction, and issue resolution.

Teleperformance

Customer Service Representative (Expedia)

May 2017 - November 2018 (1 year 7 months)

Philippines

Provided support for Expedia customers booking flights, hotels, and car rentals through voice and email channels. Assisted with itinerary changes, cancellations, refunds, and special requests while ensuring a smooth and stress-free travel experience. Used GDS tools like Amadeus and Saber to manage and modify reservations accurately. Delivered prompt, friendly service that contributed to a high customer satisfaction rating and repeat bookings.

Education

Agro Industrial Foundation College of the Phillipines
Bachelor's degree, Naval Architecture and Marine Engineering

University of the People
Bachelor's degree, Computer Science