

# KHEIRJONH JEISRAEL BALABIS

EXECUTIVE VIRTUAL ASSISTANT  
GENERAL VIRTUAL ASSISTANT  
TECHNICAL SUPPORT SPECIALIST



## PROFESSIONAL SUMMARY

Customer service and technical support expert with over two years' experience quickly and effectively identifying and resolving complex IT issues.

Demonstrated capacity to deliver first-rate customer service in both physical and virtual contexts. skilled in data entry, social media management, virtual support, and customer retention, displaying a talent for fostering client loyalty. Exceptional communication and interpersonal abilities, as well as proficiency with Microsoft Office and other software programs.

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## WORK EXPERIENCE



### Technical Support Specialist SMS-iT Smart Messaging



**SMS-iT**  
SMART MESSAGING

SMS-iT is an automated mobile messaging platform that allows businesses to send automated SMS messages to their customers. It is designed to help companies increase customer engagement, improve customer loyalty, and boost conversions  
April 2020 to January 2023  
(2 years, 10 months)

- I'm in charge of managing, maintaining, and troubleshooting it. That include keeping up with software upgrades, keeping an eye on network performance, and making sure everything functions properly. I'm also the go-to person for customer service questions, helping to answer any problems our customers might be having. I'm passionate about ensuring sure our clients are satisfied and their technology demands are met.
- Aside from my usual tasks, I decided to add some more spice to my work by starting a daily blog on WordPress that's optimized for SEO. I also got creative with presentations by using Canva and made an awesome video that I shared on YouTube and other social media sites.
- I was able to bring in five new high-paying accounts just by being a helpful assistant! By consistently providing prompt and high-quality customer service, customers were impressed and chose to open new accounts.

## RELEVANT SKILLS

- Creativity
- Decision Making
- Adaptability
- Communication Skills
- Ability to Multitask
- Ability to Work in a Team
- Effective Time Management
- Customer Service
- Computer Skills
- Programming Skills
- Leadership Skills
- Critical Thinking
- Social Media Management
- Data Entry
- Microsoft PowerPoint
- Microsoft Word
- Microsoft Excel



### Test Technician

#### ams Asia Inc.



The industry leader in optical solutions is ams OSRAM. For sensing, lighting, and visualization, they provide a distinctive product and technology range, ranging from premium light emitters and optical components to micro-modules, light sensors, ICs, and related software.

October 2018 to October 2022

(4 years, 1 month)

- Experienced in working with semiconductor manufacturing equipment. Basically, I would perform repairs and preventive maintenance on the equipment to make sure it was running smoothly. This included fixing electrical and mechanical issues, and sometimes even going down to the individual components to make repairs.
- On top of my regular role, I created VBA Excel programs that can help us document our machines in a more organized way. This is extremely important because it helps us avoid audit findings and ensures that we are always prepared for any surprise audits that may come our way.



### Design Engineer

#### Technologies Specialist Inc.



Technologies Specialist Inc. is a business that's all about making your construction projects run smoothly. They specialize in Electrical, Communications, Structured Cabling works, and all kinds of Auxiliary equipment.

February 2018, October 2018

(8 months)

- As part of my role, I focus on identifying and developing structured cabling materials for new clients, while also working on improving accessibility and reliability, reducing costs and maintaining vendor relationships. It's a challenging but rewarding job, and I'm always excited to help our clients achieve success.
- Got promoted as an Auxiliary Engr. My role focused on installing important security systems such as CCTVs, FDAS, and Door locking mechanisms.



### IT Instructor

#### Our Lady of Assumption College

August 2017 - February 2018

(6 months)



- As an IT Instructor, I deliver courses to both high school and college students. My focus is on providing students with comprehensive learning experiences that combine theoretical knowledge with practical applications. I specialize in teaching students basic and advanced computer programming skills required in today's job market.



**IT Assistant**  
**Universal Robina Corporation**  
February 2016 - October 2018  
(1 year & 8 months)



- As an assistant, I'm responsible for overseeing the SQL database and Tableau system. This includes ensuring their security, backups, and overall performance. Additionally, I monitor the database's functioning and handle any troubleshooting issues that arise.

EDUCATIONAL BACKGROUND



**Batchelor of Science and Information Technology**  
**AMA University Mandaluyong**  
May 2013, March 2017  
(4 years)

**Secondary High School**  
**Ridpath Academy of Mabuhay**  
June 2009, March 2013  
(4 years)

TRAININGS ATTENDED



- Learning SQL Programming,**  
February 2021

**Learning Python,**  
February 2021

**Learning Word 2019,**  
March 2021

**Understanding and Prioritizing Data Privacy,**  
March 2021

**Excel 2016: Advanced Formatting Techniques,**  
April 2021

**Linux: Desktops and Remote Access,**  
May 2021

**Speaking Up at Work,**  
May 2021

**Artificial Intelligence Foundations: Machine Learning,**  
May 2021

**Programming Foundations: Web Security,**  
May 2021

**CISM Cert Prep: 2 Information Risk Management,**  
June 2021

**Artificial Intelligence Foundation: Thinking Machines,**  
June 2021
- B2B Foundations: Social Media Marketing (2018),**  
June 2021

**Learning PC Maintenance and Performance,**  
June 2021

**Change Management for Projects,**  
July 2021

**Leading Projects,**  
July 2021

**Learning Outlook 2019,**  
July 2021

**C Essential Training (2018),**  
July 2021

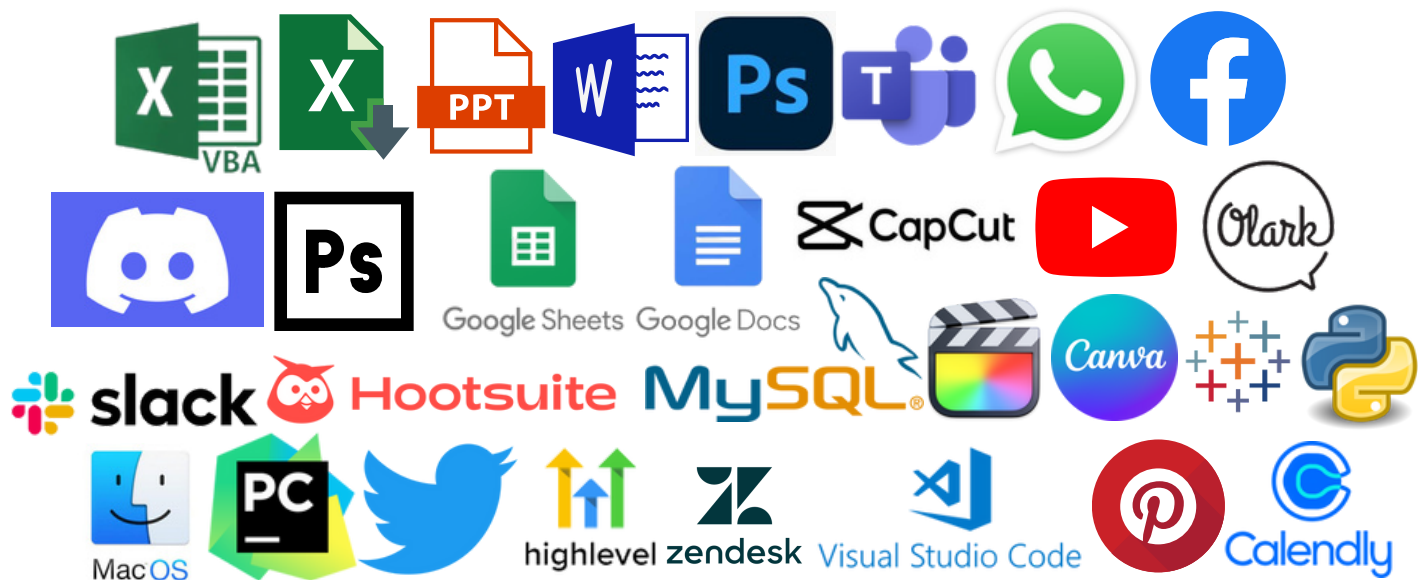
**DMAIC,**  
August 2021

**Help Desk Handbook for End Users: Mobile, Security and Troubleshooting,**  
August 2021

**Lean Foundations,**  
August 2021

**Photoshop,**  
January 2022

**Web Development and MySQL,**  
February 2023



REFERENCES



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