

KHEIRJONH JEISRAEL BALABIS

CHAT SUPPORT SPECIALIST
SOCIAL MEDIA MANAGER
TECHNICAL SUPPORT SPECIALIST



PROFESSIONAL SUMMARY

Highly organized and motivated professional with 3+ years of experience in customer service and technical support. Proven ability to troubleshoot and resolve complex IT issues quickly and efficiently. Adept at providing customer service in both virtual and in-person settings. Experienced in virtual assistance with a variety of tasks including customer relations, data entry, social media management, and more. Skilled in customer retention and building customer loyalty. Excellent communication and interpersonal skills with the ability to work well with customers and team members alike. Proficient in Microsoft Office and various software applications.

WORK EXPERIENCE



Technical Support Specialist SMS-iT Smart Messaging



SMS-iT
SMART MESSAGING

SMS-iT is a platform for brands that want to personalize customer engagement, retain clients and build new sales leads with accuracy. Powered by 2-way omnichannel messaging and augmented with A.I.
April 2020 to Jan 2023
(2 years, 9 months)

- I troubleshoot, maintain, manage the system and respond to customer queries via chat and calls. Maintained a 100% client satisfaction rating and generated 10% growth in quarterly revenue by working closely with sales and support teams.
- In addition to my usual duties, I created a daily blog in WordPress with SEO optimization, designed presentations in Canva, and uploaded a video to YouTube and any other social media.
- Opened five new high paying accounts by providing prompt, consistent, quality customer service.



Maintenance Technician ams Asia Inc.



AMS OSRAM is an American-based joint venture between OSRAM and AMS that offers a range of optoelectronic solutions for automotive lighting, industrial lighting, medical lighting, and consumer electronics applications. The company develops and manufactures LEDs, laser diodes, modules, and systems for a wide range of applications.
October 2018 to April 2022
(3 years, 6 months)

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RELEVANT SKILLS

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

- Performed electrical, mechanical, and vacuum system troubleshooting (to component level), repair, and preventive maintenance on complex semiconductor manufacturing equipment.
- On top of my regular role, I also make VBA Excel programs (programming) for the documentation of our machine to avoid audit findings.
- Nominated as one of the best employees last December 2021.



Design Engineer **Technologies Specialist Inc.**



Technologies Specialist, Inc. (TSI) is a leading partner in cabling and network infrastructure solutions and services.

February 2018 to October 2018
(8 months)

- I'm responsible for identifying and developing structured cabling materials for new clients, improving accessibility and reliability, cost reduction, and maintenance of vendors.
- On top of my regular role, I also deposit daily cash payments for the clients in my manager's account every Friday.
- Promoted to another challenging role, Auxiliary Engineer, which is all about installing CCTVs, FDAS, and Door locking mechanisms.



IT Instructor **Our Lady of Assumption College**



Our Lady of Assumption College (OLAC) is a private and non-sectarian school in the south of Metro Manila established in 1989. OLAC is recognized by the Department of Education and the Commission on Higher Education.

August 2017 - February 2018
(6 months)

- I lead information technology courses at the high school and college levels. At the high school level, I usually teach courses on basic or advanced computer/programming skills.
- On top of my regular role, As part of my teaching, I encourage my students to participate in Photoshop contests at Malayan College each semester.
- I became one of the best Instructors over the past 2 months.



IT Assistant (Part-time)
Universal Robina Corporation



URC is one of the largest branded consumer food and beverage product companies in the Philippines. The company has a significant, and growing presence in ASEAN. It is among the Philippines' pioneers in the industry.

February 2016 - October 2018
(1 year & 8 months)

- Monitor and maintain SQL database and Tableau performance, security, backups, and other related systems. Monitoring database performance and troubleshooting issues.
- On top of my regular role, I create a presentation on the value of the company's products and services once a week.
- One of my greatest achievement is I made a major contribution to company growth.

EDUCATIONAL BACKGROUND



Batchelor of Science and Information Technology
AMA University Mandaluyong

May 2013 - March 2017
(4 years)

AMA College University (AMA CU) is a private, non-sectarian educational institution based in the Philippines. It was established in 1980 and is part of the AMA Education System. It offers undergraduate and postgraduate degrees in various disciplines through its Schools of Management, Information Technology, Engineering, Education, Nursing, and Hospitality and Tourism.

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

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

Programming Foundations: Web Security,
May 2021

CISM Cert Prep: 2 Information Risk Management,
June 2021

Artificial Intelligence Foundation: Thinking Machines,
June 2021

Lean Foundations,
August 2021

Photoshop
January 2022



REFERENCES



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