

# KHEIRJONH JEISRAEL BALABIS

## PROFESSIONAL SUMMARY

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

## WORK EXPERIENCE



### Virtual Assistant (Amazon) Bryson International LLC

January 2023 to November 2024  
(1 year, 11 months)

- Streamlining Amazon operations thorough product research and efficient sheet management, ensuring accurate data tracking and informed decision-making.
- Created a Chat Bot from Monday.com to Telegram
- Performed basic knowledge in Javascript thru Make.com (Integration)
- Leveraged **AI tools** and technologies to streamline processes, enhance efficiency, and drive data-informed decision-making, maximizing productivity and results.



### Virtual Assistant SMS-iT Smart Messaging

April 2020 to January 2023  
(2 years, 10 months)



**SMS-iT**  
SMART MESSAGING

- Managed, maintain, and troubleshoot systems, ensuring smooth software upgrades and optimal **network** performance.



### 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.

## EDUCATIONAL BACKGROUND



### BS Information Technology AMA University Mandaluyong

May 2013, March 2017  
(4 years)



+63 950 344 3692



<https://www.linkedin.com/in/kheirjonh>

-jeisrael-balabis-2a88a8244



kheirbalabis20@gmail.com



live:.cid.81bc83e3482152fg



<https://www.facebook.com/kheir.balabis>

## RELEVANT SKILLS

Chat Bot Integration

Programming

Creativity

Decision Making

Adaptability

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

Google Sheets

Google Form

# 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

