



 0995 756 1401

 ballorijallan@gmail.com

Expertise

Technical Support & Training
Customer Service Excellence
Social Media Management
SEO & Link Building
Content Creation & Photo Editing
Engagement Strategies
Newsletter Creation
Project Management
Executive Assistance

Language

English

JALLAN JEREMY BALLORI

Virtual Assistant



Work Experience

CONVERGYS PHILIPPINES 2016 – 2018

MICROSOFT TECHNICAL SUPPORT

- Respond to customer inquiries via phone, email, or chat regarding Microsoft products (Windows, Office, One Drive etc.).
- Troubleshoot technical issues related to Microsoft software and hardware.
- Stay updated with the latest Microsoft product updates, releases, and troubleshooting techniques.

Alorica 2018– 2019

CHAT SUPPORT REPRESENTATIVE / SUPPORT COACH

- Provided real-time support to agents.
- Assisted in training and development.
- Conducted individual coaching sessions.

IBEX GLOBAL 2019 –2022

SUBJECT MATTER EXPERT & EMPLOYEE ENGAGEMENT AMBASSADOR

- Developed and implemented an employee engagement strategy, resulting in increased employee satisfaction.
- Created and facilitated monthly focus groups with managers, leaders, front-line supervisors, and staff to gather input and ideas for future initiatives.
- Facilitated and budgeted employee engagement events and activities.
- Managed social media platforms and served as creative editor for content.

ATERIAN INC. 2022 – 2022

CUSTOMER SERVICE REPRESENTATIVE

- Delivered support via phone, email, and chat.
- Handled inquiries, orders, refunds, and exchanges.

ACCELERATE AGENCY 2022 – 2024

SEO OUTREACH COMMS EXECUTIVE / TEAM LEAD

- Researched and secured high-quality backlinks.
- Managed outreach campaigns and link-building strategies.
- Negotiated with websites regarding guest posting and link exchanges.
- Collaborated with content and marketing teams to create link-worthy content.
- Supervised VAs and provided them with their daily priorities and company updates.

PHAME 2022 – 2024

SOCIAL MEDIA MANAGER / MARKETING SPECIALIST

- Created and edited content for social media, including posters and videos, to enhance brand identity and engagement.
- Managed paid ads on platforms like Facebook and designed email newsletters.
- Responded to social media inquiries and managed Google Business Profile for performance tracking.
- Collaborated with clients on marketing strategies, updated websites via WordPress, and explored marketplace opportunities for business growth.