



BENJIEL

VIDEO INTERVIEW

EXPERTISE SKILLS

- Customer Support
- Technical Support
- Email Management
- Calendar Coordination
- Documentation & Record Keeping
- Data Validation
- Workflow Automation
- CRM Management
- Salesforce CRM Support
- Ticket Management
- Helpdesk Support
- Written Communication
- Case Management
- Product Configuration Support
- Troubleshooting
- Data Synchronization Support
- Lead Generation
- Prospect Research
- Database Management
- Back-Office Support
- Photo Editing
- Background Removal & Replacement
- Clipping Path Creation
- High-Volume Image Editing
- Attention to Detail

TOOLS

- Adobe Photoshop
- Salesforce CRM
- Zendesk
- Microsoft Office (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Gmail)
- Email Support Systems
- Chat Support Platforms
- Ticketing / Helpdesk Systems
- Workflow Automation Tools
- Data Management / Database Systems
- Web-Based Applications & Platforms
- Sumo Logic
- Internet Research Tools
- Cloud-Based Work Platforms
- ClickUp

Results-driven Photo Editor with 2+ years of professional experience specializing in high-volume image editing, retouching, background removal, clipping paths, and image enhancement using Adobe Photoshop for automotive, jewelry, auto parts, and sports-related projects. Proven track record of delivering accurate, high-quality edits, maintaining natural shadows and reflections, creating precise clipping paths for intricate product images, and consistently meeting productivity and quality standards in fast-paced production environments. Brings strong expertise in Adobe Photoshop, image retouching, color correction, product photo editing, attention to detail, and workflow efficiency, helping organizations produce visually compelling, brand-ready images while maintaining consistency and fast turnaround times.

WORK EXPERIENCE

PHOTO EDITOR

032 Outsourcing | May 31, 2024 – Present (2 Years+)

- Edited and enhanced digital images for automotive, jewelry, auto parts, and sports-related projects using Adobe Photoshop. Performed background removal and replacement, created precise clipping paths for complex product images, and managed high-volume image editing tasks while maintaining consistency, quality, and attention to detail.

FORMSTACK TIER 2 SUPPORT

Tasks Everyday | September 12, 2019 – March 30, 2022 (2 Years, 6 Months)

- Provided Tier 2 technical and customer support for Formstack, Salesforce, and Formstack Sync through email and chat. Troubleshot CRM integrations, workflow automation, data synchronization, and product issues, managed support cases using Salesforce and Zendesk, documented customer interactions, and guided users on product configuration and best practices.

BPO SPECIALIST

WiXLu Inc. | October 23, 2015 – May 15, 2019 (3 Years, 6 Months)

- Conducted lead generation and prospect research, performed data validation and quality assurance, managed call tagging and data categorization for reporting and analytics, and provided back-office support through record processing, database updates, and documentation management.

WEB DEVELOPER

Golden Trade Cebu | May 10, 2010 – August 10, 2010 (3 Months)

- Designed and developed website pages based on business requirements, maintained website content and functionality, and managed database updates, data entry, and record organization to support website operations.

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