



JIREH

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Technical Support (Phone, Email, Chat)
- Administrative & Executive Support
- Calendar & Email Management
- Data Entry & Documentation
- Appointment Scheduling & File Organization
- CRM & Workflow Management
- Technical Documentation & Reporting
- Geospatial Mapping & Survey Support
- AI Prompting & Digital Productivity Tools

TOOLS

- Microsoft Office 365
- Google Workspace
- AutoCAD
- QGIS
- Civil 3D
- GoHighLevel
- Mailchimp
- Notion
- Canva
- CapCut
- Slack
- Zoom
- Dropbox

Detail-oriented Publishing Virtual Assistant with 5+ years of experience in administrative support, customer service, technical documentation, and remote operations. Proven ability to manage workflows efficiently, prepare accurate documents, coordinate schedules, and deliver high-quality client support across fast-paced remote environments. Brings strong expertise in digital tools, CRM platforms, content organization, and communication management, helping organizations streamline publishing operations, improve productivity, and maintain exceptional service standards.

WORK EXPERIENCE

CUSTOMER SERVICE SPECIALIST

Homeaglow | January 2025 – July 2025 (7 Months)

- Provided customer support via calls and emails, resolved inquiries efficiently, and contributed to customer retention process improvements.

FIELD VALIDATION ENGINEER

Department of Agrarian Reform – SPLIT Project (World Bank Funded) | October 2021 – March 2024 (2 Years, 6 Months)

- Validated land titles and survey plans, created AutoCAD and QGIS mapping documents, assisted relocation surveys, and prepared legal and technical documentation in coordination with legal teams.

ONLINE MAP ANALYST

Telus | July 2021 – November 2021 (5 Months)

- Analyzed geospatial and mapping data, ensured technical accuracy, and supported map visualization projects.

CUSTOMER SERVICE ASSOCIATE

Teleperformance (Bell Mobility) | February 2017 – January 2018 (1 Year)

- Delivered billing, sales, technical, and chat support for Canadian customers while achieving top performer recognition.

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