

EUGENE VELITA

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◆ PROFESSIONAL SUMMARY

Detail-oriented and results-driven Virtual Assistant with over 13 years of BPO experience, specializing in customer service, technical support, fraud analysis, and U.S. tax/payroll processing. Demonstrated expertise in workflow optimization, task automation, and high-volume case resolution. Recognized for exceeding performance KPIs, delivering proactive service, and contributing to team-wide operational excellence in remote and fast-paced environments.

◆ CORE COMPETENCIES

- Administrative Support: Calendar and Travel Coordination, CRM Systems, Invoicing, Reporting
- Finance & Payroll: QuickBooks, Accounts Receivable, U.S. Payroll & Tax Support (Tier 2/3), Reconciliation
- Customer & Technical Support: Multi-channel Service (Email, Chat, Voice), Tier 2/3 Troubleshooting, SLA Compliance
- Training & Coaching: Onboarding, Curriculum Development, QA Monitoring, Communication Coaching
- Tools & Platforms: Salesforce, QuickBooks, Zoom, MS Teams, CapCut, ChatGPT (AI Automation & Content)
- Languages: Fluent in English, Tagalog, Bisaya

◆ PROFESSIONAL EXPERIENCE

JP MORGAN CHASE & CO.

Fraud Specialist / Merchant Fraud Analyst

📍 Cebu, Philippines | 📅 2017 – 2025

- Investigated and resolved 100+ fraud cases monthly, minimizing client risk exposure
- Collaborated with risk teams to implement new detection strategies, reducing fraud losses by 10%
- Conducted live coaching and mentoring for junior agents on fraud tools and communication protocols

STREAM / CONVERGYS (INTUIT ACCOUNT)

QuickBooks Tech Support & Intuit Payroll Specialist

📍 Cebu, Philippines | 📅 2013 – 2017

- Delivered Tier 2/3 support for QuickBooks & Intuit Payroll to 50+ U.S. clients daily
- Led resolution of complex tax filing and payroll discrepancies
- Appointed as Product-Ready Trainer for CITI Bank support team

QUALFON

Technical Support Representative

📍 Cebu, Philippines | 📅 2012 – 2013

- Provided multi-platform technical support across phone, email, and live chat
- Achieved 10%+ CSAT improvement through effective issue resolution

◆ EDUCATION

Cebu Technological University

Bachelor in Elementary Education

📍 Cebu, Philippines | 📅 2008– 2012

◆ CERTIFICATIONS & HIGHLIGHTS

- 💬 Live Voice Over Artist – Miss Universe Cebu 2024
- 📖 Language & Process Trainer – Intuit Account
- 🤖 ChatGPT – AI Task Automation & Content Creation
- ✅ Reduced agent ramp-up time by 20% through effective onboarding
- ✅ Improved call quality by 18% with targeted live coaching
- ✅ Boosted first-call resolution rates by 5% with process redesign
- ✅ Maintained resolution time 15% faster than team average