



# JANICE AOAY

CUSTOMER SUPPORT EXPERT || AMAZON BUSINESS PARTNER || HEALTHCARE VA || SOCIAL MEDIA MANAGER

I am a dedicated and Bilingual Customer Support Specialist with over 10 years of experience in a BPO Industry. I excel in building strong customer relationships and providing accurate, timely solutions across various platforms. I am highly driven and goal-oriented, with a strong sense of purpose in everything I do.

## CONTACT

- +63-995-3329282
- aoayjanice@gmail.com
- Cavite, Philippines 4105

## EDUCATION

### AMA COMPUTER COLLEGE

- Bachelor of Computer Information Technology - May 2006

### INSTITUTO CERVANTES

- Spanish Language

## CORE STRENGTHS

- Project Management
- Email / Calendar Management
- Amazon A-Z
- Customer Support Expert
- E-commerce

## TOOLS

- Trello | Zendesk | etc..
- Canva
- Helium 10 | Jungle Scout | Viral Launch | Keepa
- Go High Level
- Google Workspace

## LANGUAGES

- English (Fluent)
- Spanish (Intermediate)

## REMOTE / WFH EXPERIENCE

- OFF VIRTUAL SERVICES, INC - JAN 2025 - JUNE 2025**  
**AMAZON PRODUCT RESEARCHER (PART TIME PROJECTS)**  
Responsible for identifying high-potential products to sell on Amazon, using different strategies and market tools. Analyzing trends, demand, competition, and profitability to ensure product viability and long-term success.
- MANALE OCCUPATIONAL & PHYSICAL THERAPY CLINIC - SEPT 2024 - JUNE 2025**  
**VIRTUAL ASSISTANT / CREDENTIALING (ENG/ESP)**  
Providing bilingual customer service by answering calls in both English and Spanish, assisting clients with scheduling appointments. Credentialing Therapist in different HealthCare Providers
- ASURION - APR 2022 - AUG 2023**  
**CUSTOMER SUPPORT EXPERT / SALES (ENG/ESP)**  
Build sustainable relationships and trust with customers through open and interactive communication. Provide accurate, valid, and complete information using the right methods/tools

## ONSITE WORK EXPERIENCE

- VISA - JAN 2017 - MAR 2022**  
**FRAUD ANALYST (ENG/ESP)**  
Monitored real-time queues and identified high-risk transactions within the business portfolio. Observed customer transactions to identify fraudulent activity such as account takeover, friendly fraud, theft, and similar risks. Identified fraudulent transactions and canceled them from further processing
- XEROX MAY 2013- DEC 2016**  
**CUSTOMER SERVICE REPRESENTATIVE**  
Answering inquiries, account creation, resolving financial issues, account via Inbound call. Maintains financial account by processing customer adjustments.
- AFFILIATED COMPUTER SERVICES 2011 - APRIL 2013**  
**TRANSACTION PROCESSING SPECIALIST**  
Performed data entry of material from source documents to a computer database. Accurately balancing of loan payment transaction each day.