



# JEFFER KIM BAYOT

## Admin Assistant

### ABOUT ME

Dedicated administrative professional with successful experience in fast-paced work settings. Hardworking team player with expertise in completing various clerical tasks and offering staff support, and customer service. Responsible, reliable and adaptable professional when working with little to no supervision.

### EDUCATION

#### Senior High School Diploma (K-12)

Bulacan College of Commerce and Trade Inc,  
2019-2021

#### High School Diploma

#### Member of Special Program in the Arts

High School Graduate  
Muzon National High School  
2015-2019

### SKILLS

- Customer Service
- Graphic Designing
- Administrative Support
- Quality Assurance
- Order entry
- Email Management
- Documentation and Recordkeeping
- Adaptable
- Team player
- Strong attention to detail

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San Jose Del Monte, Bulacan, Philippines

### WORK EXPERIENCE

#### Advisor/SME | Remote | Graveyard

12-2021-06-2024

Concentrix CVG Phil | Quezon City, Philippines

- Built and maintained relationships with clients to provide ongoing support via inbound, email, and outbound through CRM.
- Developed long-lasting relationships with clients to ensure consistent retention and SLA.
- Maintained up-to-date knowledge on industry trends, ensuring compliance with HIPAA and other regulations to protect clients confidentiality and privacy. ensuring accurate advice was provided to clients at all times.
- Processed customer orders accurately and within agreed timeframes to meet service standards.
- Mentored junior advisors, fostering a supportive team environment focused on growth and learning.

#### Admin Staff | Office | Dayshift

01-2016-12-2018

Joe's Computer Shop | Bulacan, Philippines

- Ensured accurate record-keeping with diligent data entry and database management for vital company information.
- Used of Canva, Google workspace, MS Office, CRM, and CapCut for assisting clients with Scheduling, School and work projects, editing files, and printing documents.
- Basic Accounting tasks such as Journalizing entry, documenting financial transactions, calculate daily sales and expenses..

### CERTIFICATIONS

- Amazon Online Arbitrage Certification (2024)
- General Virtual Assistant Certification (2024)
- Graphic Design Certification (2024)
- Social Media Management Certification (2024)
- Facebook Ads Certification (2024)

### REFERENCES

#### Catherine Tolentino

Supervisor, Concentrix CVG.  
Philippines

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#### Genalyn Dorotan

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