






JOANNE KIRSTIN BARON

CONTENT MODERATOR

Contact

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Skills

- **Customer Service skills**
- **Communication skills**
- **Content Moderation**
- **Time Management**
- **Computer literacy**
- **Multitasking**
- **Attention to details**

About Me

I'm a Content Moderator experience in moderating ads for a specific social media platform. I am also a Customer Service Representative experience in handling customers over the phone. Doing troubleshooting and providing excellent customer experience. I also do have a short training experience for a virtual marketing assistant position.

Education

**College of Business
Administration Major in Human
Resource Management**

University of Mindanao
2019-2023

Work Experience

**Advisor 2, Customer Service /
Content Moderator**

- **Concentrix CVG, Philippines, Inc.
(June 14, 2021 – August 30, 2024)**
-Moderate ads that's uploaded in
the social media

Customer Service Representative
• **RMS COLLECT PHILS, INC - IQOR
(JULY 31, 2020 – APRIL 15, 2021)**

-Customer service representative
for an e-commerce company,
resolving customer's concern and
inquiries about their orders online.

Advisor 1, Customer Service
• **Concentrix CVG Philippines, Inc.
(April 24, 2019 – October 16, 2019)**

-Assisted customers about their
prepaid mobile services by
activating or troubleshooting their
service.

Work Experience

Operations Customer Service Representative

- **Alorica Teleservices, Inc.**

(March 13, 2017 – March 23, 2018)

-Resolved customers' concern/inquiry about their telco service, answer questions about their billing statement.

Customer Service Representative

- **Telephilippines, Inc.**

(October 5, 2015 – March 12, 2017)

-Assisted customers by troubleshooting or activating their services like cable, internet, and phone.

Training

- **Virtual Marketing Assistant
-Outsourced Doers**

Nov. 4, 2024 – Nov. 14, 2024

Tools

- **Canva**
- **ClickFunnels**
- **Active Campaign**
- **Microsoft office**
- **Zoom**
- **Google tools**