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EDUCATION:

Commerce: 24.5 units
June 2004 - October 2004
Foundation University
Dumaguete City, Philippines

SKILLS:

- Accounts Payable
- Data Entry
- WooCommerce
- Online Data Entry
- QuickBooks
- Web-based Research
- Administrative Assistance
- Spreadsheets
- Microsoft Excel

STRENGTHS:

- Organized
- Ability to meet deadlines
- Willing to learn new skills
- Can work on flexible hours
- Don't mind doing repetitive tasks
- Keen eye for details and meticulousness
- Able to work autonomously and without supervision

June Kathleen Isabel Ebajan

VIRTUAL ASSISTANT

Summary

Experienced Virtual Assistant with over a decade of expertise in data gathering, web research, data entry, lead generation, product listing on WooCommerce, accounts payable, accounts receivable, email communication, and social media account creation.

Strong background in customer service, including 3+ years with Qualfon, handling both Straight-Talk and healthcare accounts. Skilled in providing billing, claims, benefits information, and enrollment services to members. Demonstrates resilience, adaptability, and exceptional problem-solving skills in fast-paced environments.

ACCOUNTS PAYABLE/RECEIVABLE:

- Bill.com
- Stripe.com
- getBalance.com
- QuickBooks
- Sending monthly statements
- Invoice and Credit memo processing
- Applying payments to invoices from Checks received

ADMINISTRATIVE TASKS:

- Data Entry
- Admin Support
- Web Research
- Product Listings
- Lead Generation
- LinkedIn Lead List
- Slack
- Google sheets, excel, google docs

CUSTOMER SUPPORT:

- Email Support
- Customer Support Representative
- Emailing Tracking Details to customer

CERTIFICATIONS and TRAININGS:

- Healthcare Customer Service Training (Provider Termination, Billing, Claims, Enrollment)
- Technical Support Training for Wireless Devices (Straight-Talk Account)
- Privacy Law and HIPAA
- Fraud Awareness and Prevention
- Fraud, Waste and Abuse

EXPERIENCE:

Customer Service Representative (Healthcare Account)

Qualfon Philippines Inc.

November 2024 – January 2025

- Provided support for billing, claims, enrollment, and benefits-related inquiries for healthcare members.
- Assisted with provider termination inquiries and handled sensitive healthcare information efficiently.
- Adapted quickly to strict attendance policies and high-pressure situations.
- Resigned due to health-related issues but demonstrated a strong commitment to team goals and quality service.

Data Entry Specialist / Accounts Payable/Receivable Specialist

NDA - US based Company

Oct 2017 - Nov 2024 (7 years 1 month)

As a freelancer for a platform specializing in parts and heavy equipment fleets, I served as both a Parts Specialist and Accounts Payable/Receivable Specialist. Initially tasked with uploading parts to the website and managing supplier communications for the tracking information, my responsibilities expanded to include Accounts Receivable: sending customer statements, processing check payments, and Accounts Payable: managing supplier invoices and credit memos. I handled financial transactions through platforms like stripe.com, getbalance.com, and bill.com, ensuring accurate and timely payment processing while maintaining strict confidentiality in accordance with non-disclosure agreements.

Tier 3 Retailer Support Representative

Qualfon Philippines Inc

Jul 2010 - Jan 2014 (3 years 6 months)

I answer incoming calls from customers throughout the USA and provide them with technical support for their wireless phones as well as provide them with step by step instructions on how to use the service and the phone itself. I also answer supervisory calls to customers asking to talk to a supervisor. Then started providing service as a retailer support agent by receiving calls from Walmart managers, supervisors, etc., regarding our products both for programming and technical support for our customers.

Lead Generation Specialist
Cognito
Sep 2014 - 2015 (1 year 4 months)

Collected contact information (name, personal email address, company address) of company owner, CEO, President, head or anyone with higher position in the company that can be determined as the decision maker of the company from a given list of companies.

Web Researcher/Lead Generation Specialist
ACA Video
Sep 2014 - 2015 (1 year 4 months)

Contact Information Research and Compilation from LinkedIn.

I am given a list/file of companies with the respective LinkedIn URL. I have to go to the company's LinkedIn Account and get 1 contact each for positions or titles that have HR, Communications/PR and Marketing. With that I have to get the name, title, linkedin URL and email address. If no contact person can be found for a particular title, I will just input "Cannot Find".

Internet Research Specialist
Bedlam Records
Oct 2014 - Nov 2014 (2 months)

Gather contact details of all listed members in a given website.

Data Entry Specialist
Timberal Inc.
Jan 2013 - May 2013 (5 months)

All projects/contracts were done through an online work platform (oDesk)

-----1st Project-----

- Assists With Completing Web Forms
- Checking on the URLs provided by the client to see if the link is working or not.
- Checking if the given URLs security level is safe, high risk, medium risk, unverified.
- The information collected for each URL were placed in a spreadsheet from [https://twitter.com/ OffersParadise](https://twitter.com/OffersParadise).

-----2nd Project-----

- Testing offers if working or not.
- Downloading/installing and Testing plug-ins and software found in offers.
- Completing offers from <https://twitter.com/OffersParadise> by registering.