

JOHN BRYAN SJ. LIMON

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PROFESSIONAL PROFILE

Results-driven Customer Service and Operations Professional with extensive BPO experience in technical support, customer service, AI auditing, scheduling coordination, and administrative support. Experienced in supporting team leaders through new agent training as a Subject Matter Expert (SME) and assisting quality assurance processes to ensure compliance, customer satisfaction, and operational excellence. Skilled in customer engagement, troubleshooting, coaching, QA reviews, and cross-functional coordination within fast-paced environments.

SKILLS

- Customer Service Excellence
- Technical Support & Troubleshooting
- AI Auditing & Quality Assurance
- Subject Matter Expert (SME) Support
- New Agent Coaching & Training Assistance
- Scheduling & Administrative Coordination
- CRM Systems & Documentation
- Billing & Payment Coordination
- Data Analysis & Reporting
- Conflict Resolution
- Team Collaboration & Communication
- Slack, Gmail, Notion, Microsoft Excel

WORK EXPERIENCE

Data Analyst — Invisible Commerce

November 2025 – Present

- Conduct AI conversation auditing to ensure compliance, professionalism, and customer satisfaction.
- Perform QA reviews and analyze AI-to-human interactions to identify workflow improvements.
- Utilize Notion, Slack, and Gmail to document system concerns, escalations, and operational updates.
- Assist in maintaining workflow accuracy through detailed quality monitoring and reporting.
- Analyze customer interaction trends and provide actionable feedback for process improvement.

Customer Representative / Virtual Assistant — SSG MedProDisposal

2025 – 2025

- Coordinated customer appointments, scheduling requests, and operational follow-ups.
- Assisted customers with billing inquiries, invoice explanations, and account support.
- Maintained accurate CRM documentation and resolved customer concerns professionally.
- Acted as liaison between operations and finance teams to support smooth workflow.
- Supported administrative tasks and ensured timely communication with clients.

Technical Support Representative — Concentrix (Samsung DAREF)

September 2024 – December 2024

- Provided technical troubleshooting support for Samsung appliances and related customer concerns.
- Delivered step-by-step guidance through phone and video support to resolve technical issues.
- Assisted Team Leaders in supporting and guiding new agents as a Subject Matter Expert (SME).
- Helped monitor call quality and customer interaction standards as part of QA support functions.
- Assisted in coaching agents regarding communication, troubleshooting, and compliance practices.
- Maintained high customer satisfaction through empathy, professionalism, and problem resolution.

Advance Technical Support — Concentrix (DIRECTV)

February 2022 – April 2024

- Resolved advanced technical concerns related to satellite reception, equipment, and account issues.
- Supported Team Leaders with onboarding and assisting newly hired agents as a Subject Matter Expert (SME).
- Conducted peer support and shared best practices to improve team performance and customer handling.
- Assisted in QA-related tasks by helping identify call handling improvements and ensuring policy compliance.
- Helped reduce escalations through proactive issue resolution and customer engagement.

Account Specialist — VXi (AT&T Mobility Sales & Technical Support)

2020 – 2022

- Handled customer service, technical support, billing concerns, and sales assistance for AT&T customers.
- Processed transactions accurately while identifying upselling and cross-selling opportunities.
- Assisted Team Leaders in training and supporting new agents through SME responsibilities.
- Helped reinforce proper customer handling, compliance, and operational procedures.
- Participated in QA support by monitoring quality standards and providing guidance to peers.

Sourcing Associate (Talent Acquisition) — Results Manila Inc.

2017 – 2019

- Assisted with recruitment sourcing, applicant screening, and candidate coordination.
- Collaborated with hiring managers regarding staffing needs and recruitment planning.
- Organized job fairs and community engagement activities in partnership with local officials.

ADDITIONAL EXPERIENCE

Missionary Work — LDS Church

2015 – 2017

Leadership development, outreach coordination, and logistical planning.

Camillus Manok — Cook

2013 – 2015

Managed high-volume food preparation, quality control, and customer transactions.

7-Eleven — Store Clerk

2012 – 2013

Handled inventory management, cashiering, and upselling responsibilities.

EDUCATION & CERTIFICATIONS

French Language Studies

2024 – Present

BYU Pathway to Success

PathwayConnect Certificate

Graduated November 2024

BYU Pathway Worldwide | Coursework: Teamwork, Time Management, Decision Making, and Leadership

Tanay National High School

Secondary Education

Awards: School Artist of the Year | Gold Medalist (Editorial Cartooning)