

YEHLLEN S. CELEBRE

Virtual Assistant | Customer Support | Help Desk Specialist | Graphic Layout Designer

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PROFESSIONAL SUMMARY

Customer Support Specialist and Virtual Assistant with proven experience in technical support, chat support, online sales assistance, and graphic layout design for international clients. Skilled in troubleshooting, customer engagement, sales support, and creating customized designs for invitations, tarpaulins, giveaways, and promotional materials while maintaining high customer satisfaction in fast-paced environments.

CORE SKILLS

Customer Service
Technical Troubleshooting
Live Chat & Email Support
Sales Support
CRM & Ticketing Systems
Remote Desktop Assistance
Basic Networking
Data Entry & Documentation
Problem Solving
Remote Work Collaboration
Graphic Layout Design
Invitation & Tarpaulin Design
Canva & Editing Tools
Printing Coordination
Client Communication

PROFESSIONAL EXPERIENCE

Chat Support Representative – Bose Sales & Customer Support

Hinduja Global Solutions | 2022 – April 4, 2026

- Provided live chat support assisting customers with Bose audio products
- Recommended products based on customer needs
- Handled order inquiries, comparisons, and purchase decisions
- Troubleshoot product concerns and documented interactions in CRM
- Maintained high customer satisfaction and consistently met sales targets

Freelance Graphic Layout Designer & Printing Business Assistant

Freelance / Family Printing Business | 2021 – Present

- Designed customized invitations, tarpaulins, giveaways, and promotional materials
- Created layouts for birthdays, weddings, corporate events, and special occasions
- Assisted customers with design concepts, revisions, and product recommendations
- Managed printing preparation, file formatting, and quality checking before production
- Coordinated customer orders and ensured timely completion and delivery

Technical Support Representative

Concentrix | 2022

- Provided phone-based troubleshooting for devices and services
- Guided customers step-by-step to resolve technical issues

Technical Support Representative

Transcom Philippines | 2021 – 2022

- Resolved service and device concerns for international customers
- Maintained strong customer satisfaction in high-volume call environments

EDUCATION

Janosa National High School – High School Graduate

CERTIFICATION

- Public Speaking Training (2017)

ACHIEVEMENTS

- Six Sigma Regional Competition – Gold Awardee
- Six Sigma International Competition – Gold Awardee