

JENNIFER EUGENIA E. BARRIENTOS

Virtual Assistant | Customer Support | Technical Support | Operations Support

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PROFESSIONAL SUMMARY

Experienced customer support and operations professional with background in technical support, customer service, dispatch coordination, and media production. Skilled in remote troubleshooting, client communication, scheduling, and high-volume workflows. Experienced with LogMeIn, Slack, Salesforce, CXOne, and Zendesk. Currently transitioning into Virtual Assistant roles.

CORE SKILLS

Customer Service | Remote Desktop Support (LogMeIn) | VPN Support | Cybersecurity Basics | Scheduling | Dispatch Coordination | Email & Chat Support | Data Entry | Problem Solving | Time Management | CRM Systems (Zendesk, Salesforce, CXOne)

NEMT Dispatcher – Transparent BPO (Dec 2024 – Feb 2025)

Managed dispatch operations, scheduling, real-time coordination, Slack communication with stakeholders, and high-volume call handling.

Technical Support Advisor – Sutherland (Mar 2017 – Apr 2022)

Provided VPN, cybersecurity, and PC troubleshooting using LogMeIn. Documented issues and escalated complex cases.

Customer Service Representative – Sitel (2012 – 2013)

Handled inbound customer support, CRM documentation, and issue resolution in high-volume environment.

Segment Producer – Cable Network (2009–2010)

Coordinated content production, scripting, research, and team collaboration under tight deadlines.

EDUCATION

Secondary Education – Sta. Maria National High School (Class 2005)

TOOLS

LogMeIn | Slack | Zendesk | Salesforce | CXOne | Google Workspace | MS Office