



JONATHAN ABELLO



SKILLS SUMMARY

- Strong communication and interpersonal skills
- Conflict resolution and problem-solving
- Project Management and coordination
- Community engagement and educational facilitation

TOOLS

- Microsoft Office Suite
- Google Suite
- Amazon Seller Central
- Workflow and Terminal Tools
- Helium10
- ChatGPT

PERSONAL PROFILE

3 years as a **Virtual Assistant** who managed client's products, listings, and shipments disputes for reimbursement claims. 6 years as a **Customer Service Specialist** who provided assistance to troubleshoot Amazon account related issues. **Licensed Teacher and Peer Educator** for 1 year who facilitated learning and development.

WORK EXPERIENCE

VIRTUAL ASSISTANT (CASE MANAGER)

[Getida](#) | December 2021 - July 2024

- Managed products and shipments disputes, case management and created reimbursement requests for inbound discovery, filing and review.

CUSTOMER SERVICE SPECIALIST

[Concentrix Daksh Services Philippines Corporation](#) | June 2015 - January 2022

- Provided support for products, sales, payments, and other Amazon account related issues and troubleshooting.

TEACHER AND PEER EDUCATOR

[KnK Philippines - Children without Borders](#) | June 2013 - April 2015

- Assistant Project Coordinator of Educational Support for Children and Youth, and Capacity Building for Parents affected by Typhoon Yolanda in Samar and Leyte
- Served as an Alternative Learning System (ALS) teacher for Out of School Youth (OSY) facilitating learning and development.
- Acted as a Community Based Peer Educator, providing guidance and support to poor, abused, delinquent youth and children

EDUCATION HISTORY

[Golden Link College \(GLC\)](#) | 2010-2013

- Bachelor of Secondary Education- Major in English

[AMA Computer College](#) | 2009

- Bachelor of Science in Computer Science