



Joseph Ian Acosta

VIRTUAL ASSISTANT

EMAIL

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ADDRESS

13 Narcisa de Leon St. Phase 1
BF Homes Parañaque City

HOTLINE

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ABOUT ME

Enthusiastic to work with others, reliable, well-organized, efficient, and disciplined person.



EDUCATION

2007 June -
October 2007

LAW STUDIES (POSTGRADUATE 2ND COURSE)

SAN BEDA UNIVERSITY

1998-1994

BACHELOR OF ARTS IN PHILOSOPHY (GRADUATE)

BACHELOR OF ARTS IN PHILOSOPHY (GRADUATE)



SOFTWARE

- Call Tools
- Call Rail
- Mojo
- Microsoft Office
- REISkip
- PropStream
- Keepa
- Amazon FBA Calculator Widget
- Buy Bot Pro
- Amazonia Right Click
- Seller Add-on
- IP Brands Checker
- SAS Chrome Extension
- Oracle Netsuite

SKILLS

- Positive Outlook
- Excellent Communication Skills
- Articulate
- Service and Support
- Computer Skills

LANGUAGE

English



95%

CERTIFICATION

2020

REAL ESTATE 101 TRAINING AND NESTING

V1 Training and Marketing LLC

2020

AMAZON FBA ONLINE ARBITRAGE

Product Research Training Course



WORK EXPERIENCE

Purchasing Virtual Assistant _____ 1 year

GORILLA STATIONERS

2020-2021

- Managing and responding to email
- Fulfilling and Billing
- Product Sourcing
- Tracking Orders
- Processing Orders for US Government Offices
- Checking Vendor's Invoices
- Calling Vendors for follow-ups

Real Estate Virtual Assistant _____ 2 years

GREAT CASH OFFER

2018-2020

- Managing and responding to email
- Fulfilling and Billing
- Cold Calling
- Data Entry and management
- Creating reports at the end of the day

Virtual Proctor Reviewer _____ 2 years

FAIR TRADE OUTSOURCING- PROCTORU (PART-TIME)

2018-2020

- Capture all Academic Integrity breaches in every session
- Filling significant incident reports observed during the reviews and completing the entire process
- Escalating sessions that are known to have deliberate academic misconduct
- Ensuring accurate observation and reviews that are done in a timely manner

Insurance Recovery Specialist

4 years

QBE GROUP SHARED SERVICES CORP.

2014-2018

- Collect debts from uninsured debtors and third-party insurers
- Process insurance claims related to recoveries
- Skip tracing the third-party debtors
- Sending emails to uninsured debtors and third-party insurance

Risk Management Analyst

2 years

JP MORGAN CHASE & CO.

2010-2013

- Identify and analyze fraud transactions for a credit card Process insurance claims related to recoveries
- Skip tracing the third-party debtors

Health Care Support Representative/ Technical Support Representative

6 years

TELETECH PHILIPPINES, INC.

2004-2010

- Troubleshoot DSL Connection for customers
- Inbound and outbound calls to customers
- Process healthcare claims