



# JOSHUA A. NERI

## Phone

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## Address

Zone 10, Natumolan, Tagoloan,  
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## Experience

### Site Manager & Web Developer

2025 - 2025

#### The Diversified (Thinkific site)

- Managing and developing the company's training website
- Implementing UI/UX improvements for a better user experience
- Ensuring website security, performance, and functionality
- Maintaining and updating content, fixing bugs, and optimizing SEO
- Collaborating with stakeholders to enhance the website's features and usability

### Cold Caller

2025 - 2025

#### Legal Support Help

- Conducted outreach calls to law firms, introducing the company's virtual staffing services
- Effectively communicated service benefits and addressed inquiries
- Scheduled consultations and built rapport with potential clients

### General Virtual Assistant

2024 - 2025

#### Legal Support Help

- Receptionist (Call, SMS, chat, email support)
- Setting up appointments and calendar management
- Email and file management
- Client communication and intake processing
- Legal research and document drafting (Complaints, Summons, Discovery Requests)
- Insurance communication and case-related document gathering
- Filing and serving legal documents
- Drafting demand letters and organizing demand packets
- Case auditing and general administrative tasks

### Technical Support Rep. (Chat & Email)

2023 - 2024

#### Thinkific (SupportZebra)

- Integrated social media functionality into websites
- Managed backend services and database integration
- Assisted customers with technical issues and troubleshooting

### Customer & Technical Support Rep. (Voice)

2023 - 2023

#### Peak Support LLC

- Provided customer support for tech concerns
- Resolved billing issues and assisted with electric vehicle charging
- Monitored system performance and addressed potential issues

### Customer & Technical Support Rep. (Voice)

2021 - 2023

#### Teleperformance

- Assisted Customers with troubleshooting and billing concerns
- Supported electric vehicle charging and identified local stations
- Ensured proactive system performance monitoring

## Education & Certifications

### Computer Engineering

Undergraduate

Iligan College Institute

### Developer Certification

2024

freecodecamp

## About Me

I am a versatile professional with expertise in web development, virtual assistance, customer support, and administrative services. With a background in Computer Engineering, I specialize in website management, CRM systems, and process streamlining to improve business operations.

My experience spans across legal support, cold calling, customer service, and technical troubleshooting, allowing me to adapt to various roles efficiently. I am highly skilled in data analytics, project management, and lead generation, with proficiency in tools like Salesforce, Notion, GoHighLevel, and Adobe Creative Suite.

Passionate about continuous learning and problem-solving, I am committed to delivering high-quality results, optimizing workflows, and providing exceptional support to businesses.

## Skills

- Web Development & Website Management

Advanced in high-level

- administrative assistance and organization

Competent in graphic

- designing and process streamlining

Proficient in verbal and

- written communication skills

Expert in project and team

- management

## Languages

English