

# JOSTIN RENDON

Virtual Assistant · IT Support · HR Assistant · Remote-Ready

+593 986 456 791 · Guayaquil, Ecuador · Open to Remote / US Time Zones · English B2 · Spanish Native

## PROFESSIONAL SUMMARY

Bilingual administrative and IT professional (Cambridge B2 English) with hands-on experience across HR systems, customer service, and technical support in real company environments. Led a full payroll data migration with zero errors at RUBASA, maintained 30+ workstations at QUIMPAC S.A., and consistently exceeded sales targets at Claro Ecuador. Currently studying Information Systems Engineering — combining practical experience with a fast-growing technical foundation backed by Google and IBM certifications. Available full-time during US business hours. I learn fast, work independently, and deliver results from day one.

## WORK EXPERIENCE

### Customer Service Representative — Claro Ecuador

Jan 2026 – Apr 2026

4-Month Contract

- ▶ Handled high volumes of inbound calls daily, providing customer service and sales support for one of Ecuador's largest telecom providers.
- ▶ Resolved technical and administrative issues in real time — managing service upgrades, plan changes, and billing inquiries from first contact to resolution.
- ▶ Consistently exceeded monthly sales targets, closing 15–20 deals per month against a baseline goal of 10.
- ▶ Maintained accurate records in the CRM system and ensured every customer interaction met quality and compliance standards.

### Virtual Assistant & HR Administrative Assistant — RUBASA

Aug 2025 – Feb 2026

6-Month Contract

- ▶ Led full payroll data migration into a new system (IESS & SUT), transferring 100% of employee records with zero errors — completed on schedule during a company-wide system transition.
- ▶ Managed the complete employee file system — contracts, personal records, and compliance documents — keeping everything audit-ready at all times.
- ▶ Supported bi-monthly payroll processing cycles and flagged compliance issues proactively, helping the HR team avoid delays and regulatory errors.
- ▶ Coordinated end-to-end recruitment: collected applications, scheduled interviews via Google Calendar, and maintained applicant tracking for hiring managers.
- ▶ Structured large employee datasets in Excel and Google Sheets — cleaning inconsistent records and building reliable spreadsheets for payroll and compliance reporting.
- ▶ Provided remote administrative support across office locations via email, messaging platforms, AnyDesk, and TeamViewer.
- ▶ Leveraged AI tools (ChatGPT, Claude) to automate recurring administrative tasks — reducing manual effort and improving turnaround time.

### IT Support Intern — QUIMPAC S.A.

Jan 2025 – Mar 2025

3-Month Internship

- ▶ Independently managed preventive and corrective maintenance for 30+ workstations, keeping administrative staff fully operational with minimal downtime.
- ▶ Deployed OS installations and software updates across the company network, standardizing configurations and reducing compatibility issues.
- ▶ Handled all Tier-1 technical support requests independently, resolving the majority on first contact and escalating only complex cases.
- ▶ Documented incidents and tracked support tasks across departments using Google Workspace and Microsoft Office Suite.

## SKILLS & TOOLS

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<b>Virtual Assistant</b>	Data entry, calendar coordination, email management, process support, documentation
<b>IT &amp; Technical</b>	Hardware maintenance, software installation, OS configuration, Tier-1 support, AnyDesk, TeamViewer, Zoom Remote Control
<b>HR &amp; Payroll</b>	IESS system, SUT platform, employee records, onboarding support, payroll processing
<b>Customer Service</b>	Inbound call handling, CRM data entry, sales support, issue resolution, quality compliance
<b>Productivity</b>	Microsoft Office Suite (Word, Excel, Outlook), Google Workspace (Drive, Docs, Sheets, Meet, Calendar)
<b>CRM &amp; Ticketing</b>	Zendesk, Freshdesk, Jira — ticketing workflows, issue tracking, client service queues
<b>AI &amp; Automation</b>	ChatGPT, Claude — scheduling automation, drafting, document summarization
<b>Networking</b>	Computer networks fundamentals, network security concepts (IBM certified)
<b>Cybersecurity</b>	Cybersecurity tools, cyberattack fundamentals, security essentials (IBM certified)
<b>Languages</b>	Spanish (Native) · English (B2 — Cambridge Certified)
<b>Soft Skills</b>	Works under pressure, clear communicator, team player, multitasker, quick learner, self-managed

## CERTIFICATIONS

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◆ <b>Google IT Support Professional Certificate – Operating Systems</b> · Google / Coursera	<i>Apr 2026</i>
◆ <b>Computer Networks and Network Security</b> · IBM / Coursera	<i>Apr 2026</i>
◆ <b>Introduction to Cybersecurity Tools &amp; Cyberattacks</b> · IBM / Coursera	<i>Apr 2026</i>
◆ <b>Introduction to Cybersecurity Essentials</b> · IBM / Coursera	<i>Apr 2026</i>
◆ <b>Introduction to Cybersecurity Careers</b> · IBM / Coursera	<i>Apr 2026</i>
◆ <b>Operating Systems: Overview, Administration &amp; Security</b> · IBM / Coursera	<i>Apr 2026</i>
◆ <b>Cambridge English B2 Certificate</b> · Cambridge University Press	<i>Completed</i>
◆ <b>Auxiliary Technical Maintenance Course</b> · CELC	<i>Completed</i>
◆ <b>Professional Human Talent Course</b> · CELC	<i>Completed</i>

## EDUCATION

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**Information Systems Engineering** · Universidad de Guayaquil

*2025 – Present (Evening program)*

## WHY REMOTE

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I have already proven I can manage real responsibilities without being micromanaged — from running a payroll migration solo to maintaining an entire office's hardware infrastructure, to hitting sales targets in a high-volume call center. My university classes run evenings only, so I am 100% available during US Eastern, Central, and Pacific business hours. I communicate clearly in English, respond fast, and treat every deadline as non-negotiable. If you need someone who shows up, figures things out, and gets the job done remotely — that is exactly what I do.