

# ANNA REYES

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## SUMMARY

A dedicated customer service representative with a degree in business administration and a proven track record of providing excellent support. Skilled in using assistive technologies such as screen readers to enhance productivity.

## SKILLS

- Proficient in customer relationship management (CRM) software
- Advanced knowledge of screen readers (JAWS, NVDA)
- Excellent verbal and written communication skills
- Strong multitasking abilities

## EXPERIENCE

02/2020 - Current

Customer Service Representative

DEF Company - Philippines

- Handled customer inquiries via phone, email, and chat.
- Used screen readers and other assistive tools to manage customer data.

## EDUCATION AND TRAINING

08/2020

Bachelor of Science: Business Administration

Ateneo De Manila University - Quezon City, Philippines