

MARY ANNE CHAVEZ

📍 Philippines | 📞 +63 945 842 3179 | ✉️ annehvz24@gmail.com

🌐 Portfolio: annechavez-va-portfolio.my.canva.site

PROFESSIONAL SUMMARY

Detail-oriented and customer-focused Virtual Assistant with experience in customer service, email management, airline support, reservations, administrative assistance, and technical support. Skilled in handling inbound and outbound communication, scheduling, CRM tools, and multitasking in fast-paced environments. Proficient in remote collaboration tools and committed to delivering organized, efficient, and high-quality support to clients and teams.

CORE SKILLS

- Virtual Assistance
 - Administrative Support
 - Email & Calendar Management
 - Customer Service & Client Support
 - Chat & Phone Support
 - Data Entry & Documentation
 - Appointment Scheduling
 - Travel & Reservation Support
 - CRM & Ticketing Systems
 - Social Media Assistance
 - File & Task Management
 - Technical Support
 - Problem Solving & Multitasking
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TOOLS & SOFTWARE

• Google Workspace • Microsoft Office • HubSpot • Slack • Zoom • Trello • Asana • Calendly • Dropbox • Loom • Canva • ChatGPT

PROFESSIONAL EXPERIENCE

Royal Air Philippines

Customer Care Representative | Oct 2023 – Present

- Manage customer inquiries through email, phone, and online communication channels
- Assist passengers with reservations, ticketing, booking changes, and travel concerns
- Handle flight disruptions, rebooking requests, and passenger coordination
- Coordinate with airport teams and ground handlers for smooth operations
- Maintain accurate customer records and provide timely follow-up support

IBEX Global

Customer Service Representative – Walmart Retail Account | Aug 2022 – Feb 2023

- Assisted customers with online orders, refunds, returns, and delivery concerns
- Managed appointment scheduling and order coordination
- Provided efficient issue resolution while maintaining customer satisfaction
- Processed customer requests and maintained accurate account information

Alorica

AT&T Technical Support Representative | Dec 2021 – Aug 2022

- Provided customer and technical support for internet, mobile, and cable services
 - Assisted customers with troubleshooting and account concerns
 - Delivered professional phone support while meeting service goals
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EDUCATION

AirLink International Aviation College

Bachelor of Science in Tourism Management - Graduated 2024

LANGUAGES

- English
 - Filipino
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ADDITIONAL QUALIFICATIONS

- Strong written and verbal communication skills
- Able to work independently and remotely
- Fast learner with strong attention to detail
- Experienced in multitasking and time management
- Customer-focused and solution-oriented professional