

JJ REYES

General Virtual Assistant

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SUMMARY

Young professional with solid experience in quality analyst, creative media production and customer service. Skilled in data management, documentation, and visual story telling. Known for problem solving and attention to detail, and excellent communication skills.

EXPERIENCE

Graphic Designer & Video Editor

Freelance

Designed branded visuals and edited promotional videos, reels, and social media content. Tools used: Canva, CapCut, Adobe Photoshop.

Quality Analyst

Ibex PH

Delivered accurate reporting for performance tracking and quality assurance. Led people management initiatives, driving teams to exceed score targets.

Technical Support Representative

HarteHanks

Acted as company representative in customer meetings and negotiations. Supported clients with technical troubleshooting and issue resolution.

Customer Advocate

Concentrix

Provided customer service for diverse client needs.

Assisted in troubleshooting and resolving issues efficiently. Identified and resolved customer complaints in a timely manner.

EDUCATION

University of Makati

BS Psychology

SKILLS

Technical Skills: Quality Assurance & Reporting Customer & Technical Support Process Flows & Improvement People Management & Coaching Graphic Design & Video Editing Branding & Content Creation Storyboarding & Visual Narratives Main Tools: Canva, CapCut, Adobe Photoshop

LANGUAGES

English, Filipino