

Dear Hiring Manager,

Good day! I am Ryan James M. Reyes 29 years old from the Philippines.

I have been a Customer Support Representative for two years. My first job was being a Technical Support Representative who provided basic troubleshooting of Samsung Products over the phone. And my latest experience is with Priceline.com, which is a travel account. I am trained with multiple Global Distribution Systems to allow us to become more competent and assist more customers with their rental car, hotel, and airline reservations. One of my responsibilities is issuing tickets for voluntary, involuntary, and schedule changes. I need to constantly communicate with various rental car partners, hotel properties, or airline companies through calls and emails and apply their complex policies depending on the issue of the reservations.

I enjoy the fact that I am helping and communicating with different nationalities in my line of work. I recently completed and got certified in the following:

- * Lead Generation & Telemarketing
- * Appointment Setting
- * Real Estate Virtual Assistant
- * Email Management
- * Basic Graphic Design (Canva)
- * Basic Video Editing
- * Data Scraping
- * Chatbot Automation
- * Content Creation

These new skills that are now added to my resume will surely boost my knowledge in what I already have in terms of being a bonafide Virtual Assistant. You can check my website for my portfolio for your reference (<https://ryanreyesvirtual.wixsite.com/digitalservices>). I used wix.com to create it.

Furthermore, my skills will be beneficial to your company, as I am familiar with Microsoft Teams and love to take down notes in every meeting I attend. I always intend to finish my work with 100% accuracy including following up with customers using different CRMs. I am tech-savvy and always find solutions or alternatives to things that need to be done using my computer.

I'm seeking a job that would help me grow professionally and allow me to widen my experience. I am more than excited to be a part of your growing team. Thank you!

Respectfully yours,
Ryan James Reyes