

Alex Taylor

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Summary

Reliable and organized professional with 4+ years of remote work experience. Demonstrates strong self-motivation, communication, and digital collaboration skills. Adept at project management, proactive problem-solving, and independently meeting deadlines in virtual teams.

Skills

- Remote communication (Zoom, Teams, Slack)
- Time management & self-motivation
- Project tracking (Trello, Asana, Jira)
- Document collaboration (Google Workspace, Microsoft 365)
- Customer service (email, chat, phone)

Professional Experience

Remote Customer Support Specialist

2022 – Present

ACME Services, Telework

- Resolved 50+ customer tickets daily via email and chat tools across multiple time zones.
- Maintained customer satisfaction rating of 98% while working independently.
- Coordinated with a fully remote team using Slack and Asana for project updates.

Virtual Administrative Assistant

2020 – 2022

Delta Consulting, Remote

- Managed schedules, drafted communications, and coordinated online meetings for 5 consultants.
- Maintained and updated documents using cloud storage and collaborative editing.

Education

B.A. in Communications
State University | 2020