





 +63 945 603 8451

 katherinereyes111@gmail.com

 826 A. De Castro St.,
Malinta, Valenzuela City,
Philippines

Education

Colegio De San Juan De Letran

Bachelor of Science in
Entrepreneurship

2009 – 2013

St. Joseph Academy of Valenzuela

Secondary Education

2005 – 2009

St. Joseph Academy of Valenzuela

Elementary Education

1999 – 2005

Expertise

Calendar & Email Management

Administrative Support

Customer Service (B2B/B2C)

Risk & Fraud Analysis

Basic Accounting

Blog Content Creation

Canva Visual Design

CRM & Data Entry

Remote & Office Collaboration Tools

(Slack, Google Workspace, VoIP,

Zoom)

KATHERINE REYES

Virtual Assistant

Profile

Versatile and results-driven Virtual Assistant with several years of combined experience in administrative support, customer service, and fraud and risk operations within the iGaming, VoIP, and pet relocation industries. Proven track record of providing high-level virtual support, handling sensitive client data, performing basic accounting, and creating business content and visual materials. Highly skilled in managing permits, customer tracking, report generation, and cross-functional collaboration. Thrives in both remote and office-based environments with a focus on accuracy, efficiency, and professionalism.

Work Experience

Virtual Roles

Virtual Assistant

Pets and Peonies – Pet Relocation Services

January 2025 – Present

Prepare and process permits and certificates for international pet transport

Manage accounting tasks including invoice tracking and expense reports

Monitor and track new client leads and coordinate follow-up activities

VoIP Customer / Admin Support (Freelance)

Upwork – VoIP Startup Company

December 2024 – February 2025

Delivered customer support and virtual admin assistance

Composed and published blog content for company visibility

Maintained CRM records and streamlined communication processes

B2B Customer Support

Kyzen – iGaming Business Support

December 2023 – March 2025

Handled B2B customer service for gaming clients via chat and email

Investigated and resolved customer account issues

Collaborated with internal teams to support smooth client operations

Office-Based Roles

Trading Operations Operator (Bwin)

Interactive Sports Asia Limited – Entain plc

May 2019 – June 2022

Monitored and analyzed alerts from internal risk control systems

Approved and reviewed customer withdrawal requests

Investigated suspicious activity and generated detailed fraud reports

Provided second-line support for risk-related queries from operational teams

Contacted clients via phone and email as part of fraud mitigation.

Monitoring Team Leader

Softec Digital Solutions Inc.

December 2015 – April 2019

Supervised a monitoring team ensuring accurate odds and betting data

Oversaw customer bet management and fraud coordination

Liaised with Customer Service and 3rd-party tool providers

Assessed agent compliance with internal policies and regulatory guidelines

Delivered feedback, coaching, and performance evaluations