



KAITHLEEN CABIGON

VIRTUAL ASSISTANT

About Me

My Mission is to lead my client to reach their desired long-term goals and generate a team or an individual contributor who can provide excellent customer service and also as an Admin Assistant to my future client whatever kind of business. Establishing a coaching culture and implementing sustainable online, inbound, and outbound assistance drive the motivation, inspiration, and happiness among the team, customers, and business members.

I just started my career as a Freelancer a few months back and am enjoying the life I have now. My goal in the future is to help and educate many people as possible for them to learn how to get into the Virtual Assistant industry, and make them ready and fully equipped with the knowledge that they need for their future clients. In this way, my clients will have easy access to these people for possible future employment.

Contact

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Skills

- Data Entry
- Customer Service
- Phone, Email And Chat
- Organizational Skills
- Google Suite
- Microsoft Office
- Time Management
- Office Administration
- Basic Graphic Design
- Calendar Management
- Problem Solving
- Communication Skills
- Multi-Tasking
- Critical Thinking

Education

Asian Institute of Science and Technology - AISAT Dasmariñas
SY: 2015-2017

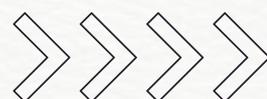
- I joined the Computer Science course and learned things like data structures, basic coding, and computational basics which will help me in the future. It's a good opportunity to gain knowledge and build new skills in my life.
- Awarded for Service Award
- Admin Assistant for 1 year

Experience

TMDK Ventures LLC
Customer Service Representative
May 23 2022 - August 18 2022



- Identifying, escalating priority issues and reporting to the high-level management.
- Routing inbound calls to the appropriate resources.
- Following up complicated customer calls where required.
- Completing call notes and call reports as necessary and updating them in the CRM.
- Obtaining and evaluating all relevant data to handle complaints and inquiries.
- Recording details of comments, inquiries, complaints, and actions taken.
- Managing administration, communicating and coordinating with internal departments.
- Other duties as assigned.



- Answering phones from customers professionally and responding to customer
- Inquiries and complaints.
- Researching required information using available resources.
- Handling and resolving customer complaints regarding product sales to customers
- service problems.
- Providing customers with the organization's service and product information.
- Processing forms, orders, and applications requested by the customers.

Teletech

CS Guest Specialist II

Oct 2021–Jan 2022

- Answering a call from the guest who wants to modify, cancel, or has a special request about their existing reservation.
- Contacting the property to request approval if a request of the guest can be approved or not.
- Sending an email to the guest or the property for follow-up or confirmation of the reservation.
- Live chat to answer guest inquiries thru the help center on the app or thru the website if they don't want to call in.



RMS Collect (iQor)

Customer Service Representative

Jun 2019–May 2021

- Basic troubleshooting for the guest system or service issue. Tracking the status of their package.
- Bill explanation to let them have peace of mind if they think that there's a discrepancy on their bill.
- Upsell Smartphones, Insurance for their phone or accessories. Inbound and Outbound if need to call back the customer.



Alorica

Customer Service Associate

Dec 2018 - Jun 2019

- Basic troubleshooting for the guest system or service issue. Tracking the status of their package.
- Bill explanation to let them have peace of mind if they think that there's a discrepancy on their bill.
- Upsell Smartphones, Insurance for their phone or accessories. Inbound and Outbound if need to call back the customer.



Procycle Industrial Incorporated

Warehouse Encoder

Feb 2018–Sept 2018

- Inputting to the database the day-to-day inventory of the stock inside the warehouse.
- Monitoring the ins and out of the department assigned to me by getting products inside the warehouse.
- Report to the direct supervisor if there's a discrepancy.
- Packing small parts into its accurate number per pack.

TOMS Manufacturing

Production Operator

July 2017 - Jan 2018

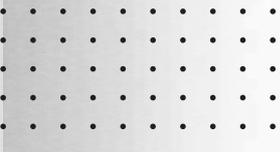
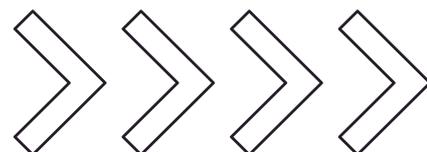
- Operate equipment safely and effectively for production processing. Ensure that equipment is maintained in good and safe working conditions.
- Inspect equipment to identify any replacements, malfunctions, and repairs.
- Perform regular equipment maintenance to ensure production capacity and quality

AISAT College

Admin Assistant

May 2016 - June 2017

- Meet with students and parents to advise on steps necessary to complete admission and financial aid forms correctly.
- Perform admin tasks relating to students' programs.
- Manage and maintain sensitive student information in physical and online files.
- Oversee and manage bulletin boards announcement.



TOOLS

- MS. Office
- Google Suite
- Ms Outlook
- Airtable
- Gmail
- Dropbox
- Zoom
- Gmeet
- Slack
- Trello
- Calendly
- Google Calendar
- Zoho
- Zendesk
- Freshdesk
- Citrix
- Canva
- Cisco Jabber



Reference

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