



# Kathleen Camille De Mesa

## Commercial Inventory Team Leader

Delivering excellence and being the best in everything I do is something I strive for to continuously become a better version of myself, so I take every piece of feedback as a challenge and learning opportunity to become that. I am a passionate learner, hardworking and like to know everything I can about what I do and can do in my role by giving my 100% and going extra mile if needed.

## Contact

### Phone

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### Email

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### Address

28 Palanza Street, Barangay Doña Imelda,  
Quezon City Philippines 1113

## Education

2020

Bachelor's Degree

Bachelor of Arts in English  
Arellano University

2004

Secondary

Paco Catholic School

## Expertise

- Television Commercials and Multi Media
- Debt Collections
- Telecommunications Company
- Airline Booking Reservation
- Fast Food Industry
- Customer Service

## Language

English

## Experience

### May 2018 - Present

Acquire Asia Pacific | 37F Cyberscape Beta, Ortigas Pasig City, Philippines

#### TEAM LEADER – COMMERCIAL INVENTORY

The Commercial Inventory Team Leader coordinates a team of Schedulers ensuring a high level of accuracy and total compliance is maintained for the commercial schedules. Alongside this, the role supports other Team Leaders and the Scheduling Manager to address any Sales, Programming, or On Air issues that may arise both and looks forward to mitigating further issues. This role is the main contact for many other departments regarding the commercial schedules, so ability to communicate and build rapport well is integral.

### July 2017 - May 2018

Collection House International | Eastwood Libis, Quezon City, Philippines

#### DEBT COLLECTOR SPECIALIST

Works for an international auction website as a debt collector who handles and collects long overdue debts for the past 3-4 years.

### July 2014 - July 2017

Acquire Asia Pacific | 37F Cyberscape Beta, Ortigas Pasig City, Philippines

#### TEAM LEADER

Handles three different LOBs in one account.

Inbound Customer Service

Outbound Collections

Data Entry / Sales Admin

- Regular coaching, mentoring and real time feedback or spot check with my team for employee development purposes, whether for behavioral or skill related matters.
- Develop a strategy that the team will use to reach its goal by providing necessary training support that team members need with an open communication culture.
- Responsible for providing quality and efficient service to customers through the daily management of a team of employees to include hiring, motivating, recognizing and rewarding, coaching, counseling, training, and problem solving.

### September 2013 - January 2014

PCCW | Ortigas, Pasig City, Philippines

Handles booking reservations, reward redemptions, and assists with flight management.

### December 2011 - January 2013

Expert Global Solutions | 2F Mezza II, Quezon City, Philippines

#### SENIOR CUSTOMER SERVICE REPRESENTATIVE

- Handles the team's month to date metrics report and monitor the team's performance.
- Process and takes care of escalation concerns in a Telecommunication company. Conduct communication and product training for new agents deployed on the production floor.
- Conduct team huddles/meetings and take charge when Team Managers are not available.
- Provides floor support for all agents on duty and coaching sessions for the quality of agents call. Involved with Inbound Sales.



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## Experience

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### November 2009 - September 2011

Telus International | Araneta Center, Quezon City, Philippines

#### CUSTOMER INTERACTION ASSOCIATE

- Provide game support and basic technical support for online players.
- Involved with inbound sales and introduction of newly launched computer products.
- Also handles call distribution to its appropriate departments.

### November 2007 - May 2009

Teleperformance | Ortigas, Pasig City, Philippines

#### CUSTOMER SERVICE REPRESENTATIVE

- Involved with inbound sales & account activation in a postpaid Telecommunication company.
- Process payments, payment arrangements and other financial related concerns.
- Handles billing concerns, bill disputes for postpaid customers and any account related concerns. Handles phone activation, basic troubleshooting of mobile phones and account management.

### August 2006 - February 2007

Jollibee Food Corporation | Old Sta. Mesa, Manila, Philippines

#### SERVICE CREW

- Handles vouchers, cash endorsements and cash clearing for other counters on duty.
- Meet and assist customers by taking their orders and payments as a counter staff.
- Involved with end of month inventory in the store when I was assigned as senior cashier.

### October 2005 - July 2006

Dino's Bakeshop | Araneta Avenue, Quezon City, Philippines

#### STORE CREW

- Handles mark-up pricing of all store and bakery products.
- In charge of vouchers, reimbursements, handling cash and weekly to monthly inventory.
- Create bulk orders for store and bakery products.
- Check back order items and monitor the expiry of all products.

## Trainings and Seminars

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- Payroll Orientation September 2017
- Management of Sensitive Issues August 2017
- Business Continuity Management Plan July 2017
- Fraud Education Program July 2017
- Disputes and Complaints management July 2017
- Australian Privacy Principles (APP) July 2017
- National Credit Code (NCC) July 2017
- Anti Money Laundering and Counter Terrorism August 2017
- How to Deal with Difficult People February 2017
- Stress Management February 2017
- Grammar 101 February 2017
- Cathay Pacific (Amadeus Reservation 101) September 2013

## Reference

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### Ana Margarita Manuba

Boarder Services Specialist, Canadian

Pacific Highway

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### GennyLou Laloon

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