



KATHERINA C

VIRTUAL TEAMMATE



SKILLS SUMMARY

- Project Management
- Social Media Management
- Data Entry
- Internet Research
- Office Software
- Apps
- Graphic Design

TOOLS

Trello
Zoho Cliq
Microsoft Office
Microsoft Excel
Meta Business Suite
Salesforce
Canva
Google Workspace
Mailchimp
Capcut
WordPress

PERSONAL PROFILE

A client service professional with over seven years of experience in customer relations, training, and government service. A detail-oriented and results-driven Virtual Assistant known for delivering high-quality service and effective communication. Adaptable and dedicated to exceeding expectations in every role.

WORK EXPERIENCE

LIVELIHOOD DEVELOPMENT SPECIALIST

Department of Labor and Employment | September 2024 - December 2024

- Reviewed, processed, and liquidated documents submitted by associations and local government units (LGUs).
- Coordinated with LGUs and stakeholders to ensure seamless program implementation.

DATA ENCODER

Philippine Ports Authority | March 2024 - September 2024

- Assists HRMO III in processing payroll and remittances government.
- Perform graphic designs thru Canva.
- Created ready templates for in-house training, appreciation, recognition, and retirement certificates.

JOBSTART COORDINATOR

Department of Labor and Employment | August 2023 - December 2023

- Project Coordination
- Administrative Support
- Resource Management

CUSTOMER SERVICE REPRESENTATIVE

ECEnterprises Group Manila, Inc. | December 2021 - February 2023

- Handles inquiries and resolves service issues
- Documents requests and processes policy adjustments
- Converts sales leads and assesses customer needs

CUSTOMER SERVICE REPRESENTATIVE

Teletech Philippines | October 2020 - September 2021

- Track medical billing details
- Coordinate with advisers, providers, and patients
- Handle calls and ensure HIPAA compliance

CUSTOMER SERVICE REPRESENTATIVE

Qualfon Philippines | June 2016 - September 2020

- Repairs phone hardware/software
- Resolves technical support tickets
- Troubleshoots and problem-solves

GENERAL VIRTUAL ASSISTANT

Baldwin Insurance Services | May 2023 - November 2023

- Review bank statements
- Manage emails
- Monitor client profiles
- Update system data
- Track income and expenses

MARKETING ASSISTANT

Lumeco Energy | November 2023 - December 2023

- Marketing Strategy
- Content & Lead Management
- Admin & Scheduling

SOCIAL MEDIA MANAGER

Growth Street ABA | January 2024 - April 2024

- Content Creation & Scheduling
- Engagement & Community Growth
- Performance Analysis & Trend Monitoring

EDUCATION HISTORY

Negros Oriental State University

- Bachelor of Science in Mathematics, 2022
- Member, Mathematics Club