

# KAYE SHEN CATALINO

## VIRTUAL ASSISTANT

I'm a freelancer virtual assistant. I took an online Freelancing course through Filipino Virtual Assistant Academy which I learned so many things that has helped me to improve and developed so many skills that as a freelance virtual assistant should acquire. My goal is to provide quality and reliable work in every tasks given to me. I can deliver accurately and efficiently and timely manner.




## SPECIALIZATIONS

- Customer Service Support
- Data Entry Specialist
- Transcriptions
- Social Media Management and Marketing
- Website creation and design
- Escalation Specialist
- Lead Generation

## CONTACT INFORMATION

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## EDUCATION BACKGROUND

Notre Dame of Kidapawan  
AB MASCOM -2009-2010  
BSBA -Major in  
Marketing(2010-2011)  
JOSE MARIA COLLEGE OF DAVAO-  
2011-2012  
BS-PSYCHOLOGY

Notre Dame Sienna College Of Polomolok  
SECONDARY, CLASS OF 2009

- Graduated with Loyalty Award
- Maintained best in conduct and good morale
- Active School theatre Artist
- Batch 2009 Student Council Secretary

## WORK EXPERIENCE

### Customer Service Representative/Sales Specialist

TELEPERFORMANCE SM ECOLAND/ APRIL 2015  
VXI SM ECOLAND / DEC 2015

- In charge of answering customers inbound and out bound calls
- Documentation of issues together with the resolution

### Order Placer/Escalation Specialist

"CNM SOLUTIONS APRIL 2016-2017"

- Documentation in every cases handled
- Managed up to 70-200 cases of tickets in every shift
- Took part in the company's rebranding into BPO
- Managed Customers order issue's and complaints

### E-COMMERCE GENERAL VIRTUAL ASSISTANT

SINCE JAN 2019-PRESENT

- Social Media Management
- Calendar Management
- FB ADS Creation and Campaign
- Customer Support
- Team Management
- Admin Task
- Website Creation and Optimization