



# Kate Chantal Rodriguez

## Customer Service Representative

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📍 Upper Lucimba Pardo, Cebu City 6000

## SKILLS

- Critical thinking
- Effective communication
- Ability to work well under pressure
- Attention to details
- Record-keeping and following protocols

## EDUCATION

### UNIVERSITY OF CEBU

- Bachelor of Science in Management Accounting  
2023-2024

### NATIONAL UNIVERSITY

- Accountancy and Business Management  
2019-2020

### UNIVERSITY OF SAN CARLOS SOUTH CAMPUS

- Junior High School  
2013-2017

### PARDO ELEMENTARY SCHOOL

- Elementary  
2007-2013

## REFERENCE

Anna Marie Zerna  
Virtual Assistant

## OBJECTIVE

To secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

## WORK EXPERIENCE

### IRESPONSE BUSINESS SOLUTIONS

NOVEMBER 2018- APRIL 2019

#### QUALITY VERIFIER

- We evaluate calls about how the agents/advisors handle the customer or verify if they followed the right flow of the script.
- We are tasked to help the agents/advisors on having better customer satisfaction.

### SSI DYNATA CEBU

AUGUST 2020- JULY 2022

#### MARKET RESEARCHER

- Interviews residents from different states of the United States of America about their political opinion.
- -We also do non-voice job like we are typing the number needs to be sent a message for a proposal to take the survey or to send them link through text.

### GLOBAL INFINITY ONLINE CASINO

JULY 2022- OCTOBER 2023

#### CUSTOMER SERVICE REPRESENTATIVE

- Handle client's concern or inquiries for the casino site through chats and emails

### WIPRO PHILIPPINES

DECEMBER 2023- JUNE 2024

#### PROVIDER SERVICE ADVICATE

- Handle provider's concern or inquiry for the Healthcare Insurance about Benefits, Eligibility and Claims.