

# KATE DEMECILLO

09562261572 | KATEDEME.WORK@GMAIL.COM

Friendly and outgoing Customer Service Representative with 2-year experience in outbound/inbound calls and other backroom support works. Passionate about building customer relationships. Maintains professionalism, empathy, patience and goal oriented

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## SKILLS

- Microsoft Office applications such as Word, Excel and PowerPoint
- Good communication skills both spoken and written English
- Responsible, dedicated, goal-oriented and hardworking

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## EDUCATION

### HOME ECONOMICS

Senior High School | TVL

Ramon M. Durano Sr. Foundation- Science and Technology Education Center

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## EXPERIENCE

### CUSTOMER SUPPORT

TTEC Philippines | May 22, 2023- March 2, 2024

Gave accurate and appropriate informations to customers to answer questions and or complaints

Handled billing concerns and resolve it in a timely manner

Made reasonable procedures to unusual customer requests

### TECHNICAL SUPPORT

TECHMAHINDRA | March 16, 2021- April 17, 2023

Cross trained in different departments

Handled technical concerns in particular with broadband and cable issues

Maintained quality rating of 95%

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## CHARACTER REFERENCE

Character Reference 1:  
Rosally Rosillon  
Techmahindra Ltd.  
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Character Reference 2:  
Marry Rose Dagatan  
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