

KATHLEEN ENCLUNA

VIRTUAL ASSISTANT

CONTACT

+63-936-781-2841

encluna.kathleen@gmail.com

Cagayan de Oro City
9000

SKILLS

- Communication Skills
- Adaptability
- Time Management
- Critical Thinking
- Creativity
- Teamwork and Collaboration
- Multitasking

TOOLS

- Microsoft Office
- Google Workspace
- Zoom
- Canva
- Trello
- Slack
- Google Forms
- CapCut
- Picsart

LANGUAGES

- English
- Taglog
- Cebuano

REFERENCE

Vijean S. Galo

Phone: +63-905-622-1493

Email : galo.vijean@gmail.com

PROFILE

Dedicated and creative Secondary Education major in Mathematics aspiring to grow as a Virtual Assistant. Highly organized, quick to learn, and adaptable to a wide range of online tools and platforms. Experienced in managing documents, designing visually engaging content using Picsart and Canva, and handling communication tasks with professionalism. Skilled in problem-solving, time management, and completing tasks efficiently with minimal supervision. Committed to continuous learning and providing reliable, high-quality support in dynamic virtual environments.

WORK EXPERIENCE

Call Center

DECEMBER 2024-
MARCH 2025

Teleperformance

- Handled customer inquiries and concerns via phone, ensuring high levels of satisfaction and professionalism.
- Provided timely and accurate information regarding products and services.
- Demonstrated effective communication, problem-solving, and multitasking skills in a fast-paced environment.
- Maintained data privacy and followed company protocols in handling sensitive customer information.
- Worked efficiently both independently and within a team to meet daily performance targets.

EDUCATION

Bachelor of Secondary Education major in Mathematics

University of Science and Technology of Southern
Philippines

2021-2025

PROJECTS AND ACHIEVEMENTS

- Student Teacher at Misamis Oriental General Comprehensive National High School (MOGCHS)
- Designed engaging math posters, infographics, and slides using Canva to support peer tutoring and student learning during practicum.
- Received positive feedback and high customer satisfaction scores while working at Teleperformance, consistently exceeding performance targets.