Ma. Katrina D. Antang

Freelancer | Virtual Assistant | Customer Support Specialist

📧 Email: katrina.antang.business@gmail.com  
📱 Phone: +63 932 750 3238

# About Me

I am a highly versatile freelancer and virtual assistant with experience across customer service, administration, content writing, recruitment, and project coordination. My goal is to help businesses save time, stay organized, and focus on growth while I handle their daily operational and support tasks.  
  
With a background in teaching, corporate customer service, and digital freelancing, I bring both people skills and technical expertise to every project.

# Services I Offer

* 📞 Customer Service & Technical Support (Phone, Email, Chat)
* 📝 Content Writing & SEO Optimization
* 📂 Administrative Assistance & Data Management
* 📊 Lead Generation & Recruitment Support
* 📅 Project Coordination & Team Management
* 🎙️ Public Relations & Event Coordination
* 🌍 Intercultural Communication & ESL Tutoring

# Core Skills

* Strong written & verbal communication
* Multi-tasking & time management
* Client-focused problem solving
* Team leadership & training
* Research & data entry
* Adaptability to various industries

# Work Experience (Selected Highlights)

Onevoix Job Referral Consultancy Services (2019 – Present)

- Managed a customer service team (Beach Pizza)  
- Phone operator & client support (Culaccino Pizza, Online Fax Services)  
- Recruitment & client care specialist (FedEx)  
- Virtual Assistant for White Label Extensions & Kendrick Madison Transportation LLC

Capital One – Core Customer Care Specialist

Provided high-level customer care, handling inquiries, troubleshooting, and account management.

Essays.ph – Freelance Junior Writer

Produced SEO articles, reviews, e-books, and marketing content for clients.

Convergys Philippines – Sales & Service Representative

Handled service sales, internet/VoIP technical support, and customer problem resolution.

House of Representatives – Media & Events Team

Created press releases, event scripts, and video presentations; managed PR and media coverage.

Dainedu Corp. & L&S Training Center – ESL Teacher/Trainer

Taught English to international students and trained new ESL teachers.

# Education

University of the Philippines – Los Baños  
Bachelor of Arts in Communication Arts – Major in Speech Communication

# Let's Work Together

If you need a dedicated, multi-skilled Virtual Assistant who can support your business operations, I’d love to collaborate with you.  
  
👉 Email me at katrina.antang.business@gmail.com