

KATRINA DE LEON

Sinisian, City of Calaca, Batangas
deleonkatrina13@gmail.com | 0915 463 1747

PROFESSIONAL SUMMARY

Results-driven customer service and support professional with strong experience in remote chat assistance, CRM tools, and digital workflow optimization. Skilled in solving client issues, managing high-volume inquiries, and delivering empathetic, results-oriented communication. Proven ability to support business goals through fast, reliable, and professional service in fast-paced environments.

WORK EXPERIENCE

Chat Support Representative

247CSR – Batangas City, Batangas
January 2023 – April 2024

- Responded to 60+ daily live chat inquiries, maintaining a 95% customer satisfaction score.
- Resolved client concerns efficiently, reducing repeat issues by 15% through tailored solutions.
- Collaborated with support teams to hit or exceed KPI targets across response time and resolution rates.
- Maintained a calm and professional tone across all interactions, contributing to positive customer retention.

Customer Support Intern

Freelance / Project-Based – Remote
June 2023 – September 2023

- Managed incoming email and chat requests for a local e-commerce startup, helping improve support response rate.
- Practiced using CRM systems to log tickets, update customer records, and prioritize urgent concerns.
- Participated in simulated training scenarios to enhance active listening and tone calibration.

- Delivered clear product information, resolving 90% of basic concerns during first contact.
-

EDUCATION

University of Batangas – Batangas City
Bachelor of Science in Business Administration
Major in Financial Management

Achievements:

- Best in Feasibility Study (2023)
- Most Outstanding Student in Business Simulation (2023)

Rizal College of Taal – Senior High School

- With Honors (2020–2022)
 - Leadership Award (2021)
-

KEY SKILLS

- Calendar & Meeting Scheduling
 - Email Management
 - Research, Data Collection & Data Entry
 - File & Document Management
 - Social Media Management (Post Scheduling)
 - Website & Content Management
 - WordPress Administration
 - Customer Support
 - Google Workspace
 - Microsoft Office
 - Administrative Support
 - Communication Tools
 - Task & Project Management Tools
-

TRAININGS & CERTIFICATIONS

Customer Service Excellence Training

247CSR – February 2024

- Mastered tone adjustment, empathy in service, and problem resolution for high-satisfaction outcomes.

Business Opportunities & Financial Literacy Seminar

University of Batangas – October 2024

- Explored entrepreneurship, smart budgeting, and practical finance for future business leaders.

Time Management & Productivity Tools for Remote Teams

DTI Webinar Series – March 2023

- Trained in using productivity tools for managing tasks and streamlining communication in remote environments.

Freelancing Skills and Virtual Assistant Training

Trained by VA Coach Angel Jalong

- Demonstrated proficiency in five essential freelancing and VA skills, including client communication, task management, and digital productivity.
- Certificate acknowledges the individual's dedication and accomplishment in acquiring valuable expertise.

Virtual Assistant Training and Internship Program

January 20, 2025 – February 4, 2025, | 128 Hours of Training

- Successfully completed **128 hours of hands-on virtual assistant training and internship experience**, covering administrative support, client coordination, and productivity tools.
- Developed real-world expertise through intensive simulation and task-based virtual support modules.