



KATHLEEN MAE F. ESTIVA

CUSTOMER SUPPORT REPRESENTATIVE

Profile

Customer support professional with 5+ years of experience delivering high-quality service in international and remote environments. Skilled in CRM systems, email handling, and problem-solving. Known for clear communication, empathy, and consistently meeting KPIs.



Work Experience TRANSPARENT BPO

2022

-

2025

EMAIL SUPPORT AGENT

- Responded to customer inquiries via email with professionalism and efficiency
- Troubleshoot issues, escalated complex cases, and tracked resolution progress
- Maintained accurate customer records and followed up as needed
- Met and exceeded KPIs in response time, resolution rate, and customer satisfaction
- Suggested process improvements based on recurring customer issues

2021

-

2022

TELEPERFORMANCE

CUSTOMER SERVICE REPRESENTATIVE

- Handled email and phone inquiries regarding bookings and reservations
- Used Amadeus and Sabre to manage travel arrangements
- Supported sales and marketing initiatives

KIDZANIA EMAAR ENTERTAINMENT

ANIMATOR

- Lead Activities: Guide kids through role-playing activities in different career zones (e.g., doctor, firefighter, chef).
- Create Fun Atmosphere: Maintain a positive and energetic environment for kids to explore and have fun.
- Customer Service: Answer questions and assist families with park information.
- Educational Support: Help kids learn about the careers they're role-playing, making the experience educational.
- Teamwork: Work with colleagues to coordinate activities and ensure smooth operations.

2017

-

2020

AEGIS PEOPLE SUPPORT

BILLING CONSULTANT

2014

- Resolved billing issues via phone
- Processed payments and explained promotions
- Maintained call records and provided timely follow-ups

References

JAN ARAFIN PEPITO

Phone: 09512446545

Email: janarfin.pepito@transparentbpo

MARICAR MORANTE

Phone: +971567308953

Email: amae8056@gmail.com

 +63951-422-5352

 kathleenestiva0111@gmail.com



 BRGY. LUTUCAN SARIAYA QUEZON 4322

Education

Bachelor of Science in Information Technology

Manuel Enverga University Foundation –
Lucena, Philippines

2008 – 2012

Expertise

- CRM PLATFORMS: GORGIAS, SHOPIFY
- EMAIL CLIENTS: OUTLOOK, GMAIL
- COLLABORATION TOOLS: SLACK, MICROSOFT TEAMS
- PRODUCTIVITY TOOLS: MICROSOFT OFFICE (EXCEL, WORD) CANVA, LOOM, GOOGLE WORKSPACE, CALENDLY

Language

English

Filipino