



KATHLEEN AYCOCHO ALINDOGAN

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EDUCATION :

Bachelor of Science in Information Technology.

Computer Communication Development Institute, Legazpi City, Albay. (College Graduate) 2018-2020

Bachelor of Science in Information Technology.

Divine Word College of Legazpi. 2014-2018

PROFESSIONAL SKILLS :

- Computer Literate
- Proficient in Microsoft Word, Excel, Acces and PowerPoint.
- Customer Service Excellence
- Customer Support (Chat and Email Handling)
- Work independently and Fast Learner.
- Can work under pressure
- Pleasant personality
- Excellent verbal and written communication skills
- Multitasking
- Administrative Support
- Document Management
- Email Management
- Data Entry / Reporting / Research

SOFTWARE PROFICIENCIES :

- Social Media platforms (Facebook, Instagram and TikTok)
- Adobe Photoshop
- Microsoft Teams
- Microsoft Office
- HTML coding
- Google WorkSpace (Docs, Sheets, Drive, Gmail)
- Zoom
- Filmora
- Canva
- CapCut

PROFESSIONAL SUMMARY

I am proficient and energetic individual with excellent written and verbal communication skills and ability to control inventories, appointment schedules, and customer communication. Proactive self-learner with flexibility and able to succeed in high-level volume and fast-paced environments.

PROFESSIONAL EXPERIENCES :

OPERATIONS CUSTOMER EXPERT 1

BPO - Teleperformance Indonesia - Yogyakarta, Indonesia
June 27, 2025 – March 10, 2026

- Answering an incoming chat and Respond to Email
- Handle Customer Inquiries by Chats.
- Provide Customers about Product and Service Information
- Conduct customer surveys to ascertain level of customer service.

ADMINISTRATIVE AIDE IV

Department of Public Works and Highways Region V, Philippines.
December 17, 2020 – August 04, 2025

- Incoming Communications from the District Engineering Offices and other agencies that have been received, routed and forwarded to respective Divisions.
- Type correspondence, reports and other documents.
- Performed other task assigned from time to time.
- Filed Necessary Documents

CUSTOMER SERVICE

Yashano Mall Legazpi City, Albay Philippines.
November 30, 2020 – December 04, 2020.

- Help customers with complaints and questions, give customers information about products and services, take orders, and process returns.
- Keep records of customer interactions, process customer accounts and file documents.
- To follow communication procedures, guidelines, and policies.

LANGUAGES :

- Tagalog
- English
- Bicol