

KATHY FE SUMAGANG

**Project Manager | Client Success
Manager | Social Media Manager**

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EDUCATION

2011

University of San Carlos

Bachelor of Arts in Linguistics
and Literature

2007

**University of Southern
Philippines**

High School

SKILLS



Experienced customer service professional with a decade of expertise, proficient executive assistant for two years, and one year in social media management and content writing

WORK EXPERIENCE

April 2024

CTK Solutions LLC

Executive Assistant

- Acted as the acquisitions manager
- Disposition onboarding specialist
- Acted as the Transaction coordinator (Contract preparation)
- Did calendar and email management
- Social Media Manager
- Did client facing/ communication
- Managed CRM
- Project Management
- Administrative support
- Assisted on notes taking during meetings

April 2023- December 2023

The VA Group- Synergy Interactiv

Social Media Manager

- Did platform research on recent bench trademarks.
- Content Write with SEO blogs.
- Planned on social media marketing strategies.
- Designed social media posts.
- Published daily contents in various social media platforms.
- Organized email marketing campaign
- Lead Generation

2021-2023

Centerpoint VA Services

Client Success Manager/ Project Manager

- Managed Client-VA Hub relationship.
- Handled Client onboarding.
- Created plans in helping clients' business needs.
- Advised on marketing planning.
- Schedule regular client-VA hub meetings.
- Acted as the point of contact and handled escalations between clients-VA hub issues.

Recruitment Specialist

- Onboarding new hires.
- Screening resumes.
- Applicant assessments.
- Managed candidate database.
- Assisted in creating resume strategies.

Acquisitions Manager

- Made follow up calls, emails and texts to prospect sellers and negotiate the selling price.

- Lead Generation
- KPI Updates
- Follow up on appointments made by Lead Managers and Cold Callers
- Managed CRM (Podio, Creative REI, Forefront)

2022-2023

Nimbus Digital Marketing

Project-based Content Writer/ Social Media Manager

- Content Write with SEO blogs.
- Manuscript copyedit and proofread.
- Wrote Query Letters and coordinated with literary agents.
- Wrote and published press release.
- Designed social media posts.
- Published daily contents in various social media platforms.

2019-2020

Sitel

Google Home: Subject Matter Expert

- Handled escalation calls, chat and emails.
- Collaborated with the team in regard to new support strategies.

Google Home: Technical Support Representative

- Troubleshoot Google Home issues and other Google home smart devices.
- Answered customer queries.
- Identifying solutions for proper escalation process and warranty claim process.
- Handled customer complains.

2017-2018

**Kyomachiya Co. LTD - Japan
(OFW)**

Receptionist

- Handled customer communication
- Processed orders
- Submitted end day reports

2015-2017

Atos

Technical Helpdesk Analyst-
Johnson & Johnsons

- Analyzed internal users' IT needs such as computer and email set up
- Configured company provided devices such as mobiles, laptops and tablets
- Diagnosed technical issues on different computer types like Microsoft, MacOS and Chrome OS.
- Diagnosed different computer applications like Oracle, AD, SAP, Citrix etc.

2013-2014

Accenture

Communications Coach

- Handled new hire orientation class.
- Handled customer service class.
- Handled recursive classes.

Billing Specialist: Virgin Mobile

- Handled inbound and outbound calls.
- Handled sending invoices to the customers.
- Handled explaining breakdowns of the charges.

2010-2012

Convergys

Technical Support

Representative: Time Warner
Cable

- Responded to technical and non technical inquiries.
- Provided information and direction to customers' technical needs.
- Provided diagnostics.
- Upsold products and services depending on the customer's need.