



# KATHLEEN JOY R. LOQUINARIO

Team Leader/Customer Service Representative

## ALL ABOUT ME

Highly motivated and results-oriented with 7 years of experience as a chat and email support representative. Additionally, I have been the team leader for an online gaming account for the past 2 years. Seeking a challenging role in an environment where I can contribute my skills and expertise to a successful team.

## SPECIALIZATIONS

- Google Suite
- Spreadsheets Work
- Email Management
- Calendar Management
- CRM
- Oracle
- JIRA
- Zendesk
- OKTA

## EDUCATION

- **Jose Rizal University** - BSHRM - Graduate - 2014
- **University of Makati** - BS Psychology

## GET IN TOUCH WITH ME

**Personal Email:** itsme.kakath@gmail.com

**LinkedIn:** <http://bit.ly/loquinariolinkedin>

**Mobile #:** 0960 - 427 - 6386

## WORK EXPERIENCE

### TELUS DIGITAL

**Team Leader, Jan 2023 - Jan 2025**

#### Online Gaming Account (since Jan 2023) - Content Moderator

- Handled 1 primary LOB with an addition of 3 specialized LOBs
- Oversee and manage a team of content moderators, providing guidance, support, and constructive feedback to drive performance and productivity
- Identify training needs and deliver coaching to develop the skills and capabilities of your team members
- Provide regular reports and updates to senior management on team performance and progress
- Monitors each team member's performance regarding predefined program metrics and provides the assistance and support needed to meet, exceed, or enhance KPIs.
- Carries out duties related to team management regularly, including reporting data on the team's performance and teaching and mentoring. carries out team administrative tasks (payroll templates, for example).
- Encourages agents to work to the best of their abilities to meet professional development goals, increase account productivity, and improve the company's total profitability.

**Email and Chat Representative, July 2015 - Dec 2022**

#### CoreLogic

##### ◦ Customer Care Associate: Chat and Email (SME)

- Assists customers and real estate brokers with standard tasks such as updating the office, generating reports, creating login credentials, searching properties, invoicing, downsizing, upgrading, and canceling.

#### Other Task:

*OIC/POC: 3 1/2 years*

- In charge of overseeing team reports on queue updates, attendance, overtime, and billable hours
- Managing Timesheets in Workday
- Doing Coaching Sessions with TL's supervision
- Created and maintained Knowledge Base
- Handling the team and attending Operation meeting (if my supervisor is not around)
- Part of the Fun Committee engagement team

#### Uber

- Driver (Chat and Email Support) US & CAN  
Helped drivers get started and addressed their basic issues.
- Cross-Support (Email & Call) US & CAN  
Facilitated communication and problem-solving between the driver and the rider during the trip.
- Accident (Email) US & CAN  
Helped the driver and the rider with any problems that might have caused an accident.

#### Other Task:

*POC for 3 1/2 years*

- Checking QA's
- Cascading Updates
- Checking Attendance
- Sending End of Shift report

### CONVERGYS, 2014-2015

**Technical Service Representative**

#### AT&T U-verse

- Technical Support Representative
  - Assisted customers via call with any technical issues they might have had with their cable, internet, or phone.