

Contact

kai.lucororafanan@gmail.com

Top Skills

Content Writing

Research Writing

Customer Service

Languages

Tagalog (Native or Bilingual)

Cebuano (Professional)

English (Native or Bilingual)

Chinese (Beginner)

Paola Carmen Corazon Lucero Rafanan

Experience

Wend

Virtual Assistant

October 2022 – January 2023

Cebu, Central Visayas, Philippines

I encode, upload data entries, and ensure that the entries are up-to-date.

Freelance Writer

May 2021 - Present (1 year 7 months)

I work for various clients from Upwork and Fiverr doing academic essay, research paper, ebook, content writing, and blogging. I also do voice-over projects.

Results Associate

September 2020 - March 2021 (7 months)

Lapu-Lapu, Central Visayas, Philippines

I handled inbound calls under a US insurance company. Settled billing concerns and answered enquiries of the customers, ensure all problems are resolved.

1Aviation Groundhandling Services Corporation

Passenger Service Agent

March 2019 - July 2020 (1 year 5 months)

Lapu-Lapu, Central Visayas, Philippines

I was exposed to different facets of airline operations-- both domestic and international flights. Assigned at the check-in counter, conducting boarding and gate announcements, handle flight disruption and cancellation, liaise with the Bureau of Quarantine, Bureau of Immigration, and DENR for crew and passenger documents for international flights.

Education

University of San Carlos

MA in Public Management and Development · (August 2022 - present)

University of San Carlos

Juris Doctor, Law · (August 2019 - May 2023)

University of San Carlos

Bachelor of Arts - BA, Sociology · (June 2016 - December 2018)

University of San Carlos

Bachelor's degree, Psychology · (June 2014 - May 2016)

