

# KAYE ANGELI DE CASTRO

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## Professional Summary

A driven, 24-year-old junior professional seeking to transition into a customer service role to leverage strong communication, relationship-building, and problem-solving skills. With backgrounds in hospitality and marketing from Australia, I am passionate about delivering exceptional service and fostering client satisfaction. Eager to apply my expertise to excel in a customer-focused environment and contribute to organizational success.

## Core Qualifications

**Soft Skills:** Organisation | Tech-Savvy | Communication | Attention to Detail | Problem-Solver | Proactive | Collaborator

**Technical Skills:** Microsoft Office 365 (*Teams, Excel, Word, Outlook, PowerPoint*) | Google Workspace (*Gmail, Docs, Sheets, Slides, Drive*) | Windows 10 & 11 | Zoom

## Education

<b>Bachelor of Creative Industries/Media and Communications Major</b> Queensland University of Technology	<b>Feb 2020-March 2022</b> Brisbane, Australia
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<b>Diploma Of Film &amp; TV</b> TAFE Queensland	<b>Jan 2019-Dec 2019</b> Brisbane, Australia
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## Work Experiences

<b>Customer Service Representative</b> <i>Glofox Software</i>	<b>Gold Coast, Australia (Remote)</b> <i>Sept 2023-Oct 2024</i>
<ul style="list-style-type: none"><li>• Troubleshooting initial technical issues from 55+ end users including gym and fitness studio owners.</li><li>• Reporting escalated, complex software bugs to our Support Team Lead alongside the Engineering and Product Development team.</li><li>• Achieving customer service metrics with utilising conflict resolution in a firm yet calm manner.</li></ul>	

<b>Food and Beverage Assistant</b> <i>Gold Coast Convention and Exhibition Centre</i>	<b>Gold Coast, Australia</b> <i>August 2022- Sept 2023</i>
<ul style="list-style-type: none"><li>• Delivering high fine dining standards to guests and exhibitors and ensuring smooth flow of food and beverage service promptly.</li><li>• Coordinating with event supervisors to floor managers on event operations such as conferences, dinner galas and concerts.</li></ul>	

<b>Casual Marketing and Operations Associate [Paid Contract]</b> <i>Wilder Haven</i>	<b>Canberra, Australia (Remote)</b> <i>May 2022-August 2022</i>
<ul style="list-style-type: none"><li>• Initiated creative briefs for upcoming soft opening launches like writing website articles, implementing Facebook and Instagram social campaigns, and EDM design templates for email distribution with Canva.</li></ul>	

## REFERENCES

<b>Nicole Lindsay</b> <b>Event Supervisor</b> Gold Coast Convention Centre (+61) 433 082 000	<b>Phuong Duong</b> <b>Director/Founder</b> Wilder Haven Canberra <a href="mailto:phuongduong@wilderhaven.co">phuongduong@wilderhaven.co</a>	<b>Beatrice Velante</b> <b>Support Team Lead</b> Glofox <a href="mailto:beatrice.velante@abcfitness.com">beatrice.velante@abcfitness.com</a>
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