

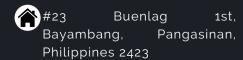
#### **CONTACT**



0956 889 7988



karengalsim10@gmail.com



### **SKILLS**

Proficient in MS Office (Word,
Excel, Powerpoint) & Outlook

## LANGUAGE

- English
- Filipino

# KAREN GALSIM

## CUSTOMER SERVICE SUPPORT/ VIRTUAL ASSISTANT

### **PROFESSIONAL PROFILE**

Call Center professional offering polished communication skills. Brings excellent organizational skills and talent for overcoming customer objections. Self-motivated and true team player.

## **WORK EXPERIENCE**

#### **Customer Service Associate**

Sept 2016 - August 2020

- Answering phone calls and chats
- · Responding to customer questions and complaints
- Identifying customer's needs to achieve satisfaction
- Keep records of customer interactions, process customer accounts and file documents
- Walk the customer through basic troubleshooting steps and setup processes
- Selling products

#### **Email Support Specialist**

January 2021 - April 2023

- Responding to emails and chats
- Assisting customers to process their order
- Ship customer's orders

## **EDUCATION**

Colegio de Dagupan (2012-2016)

Bachelor of Science in Information Technology

CHARACTER REFERENCE