



# KAREN GALSIM

## CUSTOMER SERVICE SUPPORT/ VIRTUAL ASSISTANT

### PROFESSIONAL PROFILE

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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

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#### 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

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Colegio de Dagupan (2012-2016)

Bachelor of Science in Information Technology


### CHARACTER REFERENCE

### CONTACT

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 0956 889 7988

 karengalsim10@gmail.com

 #23 Buenlag 1st,  
Bayambang, Pangasinan,  
Philippines 2423

### SKILLS

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

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- English
- Filipino