



KIM RANSEL CANARIA

As a dedicated Customer Service Representative with a proven track record of delivering exceptional support and fostering positive customer relationships. With almost 4 years of experience in providing prompt and effective customer assistance in a fast-paced environment, I possess a strong foundation in communication, problem-solving, and Multi-tasking. Now looking for a rewarding position where I can serve customers and increase customer retention.

Contact

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Education

Bachelor of Science in Entrepreneurship

Quezon City Polytechnic University
2015-2019
Quezon City

Technical Skills

- Advanced understanding of basic office application, including MS office (Word, Powerpoint and Excel)
- Excellent typing skills and advance computer literacy skills.
- Knowledge in Xero Competent with Canva and Adobe
- Troubleshooting Skills

Personal Expertise

- Good Verbal and written communications skills, Good Customer service Skills and detail-oriented
- Flexible and can work with minimal supervision and under pressure. Professionalism and integrity, Fast Learner

Experience

Data Analyst | Content Moderator

Accenture Philippines June 2019- Dec 2020

provide a numerical value to these critical business operations so that performance can be measured and compared across time.

Customer Service Associate | Inbound

Nowcom Jan 2021-Oct 2021

receive calls at the call center from customers and answer questions, receive complaints, or troubleshoot. You troubleshoot both product or service issues with the customer to attempt to find a resolution.

Customer Service Representative | Chat Support

Alorica Oct 2021- December 2022

Responding to customer queries in a timely and accurate way, via phone, email or chat. Identifying customer needs and helping customers use specific features. Analyzing and reporting product malfunctions.

Virtual Assistant | Admin Task

Jan 2023- Nov 2023

Creating Google Forms often involves administrative tasks that cater to the creation , distribution and management of forms for various purposes within an organization

Language

Filipino

English