



Karen Villamor

PROFESSIONAL SKILLS

- Link here.
<https://www.linkedin.com/in/karen-villamor-a97a46279/>
- Appointment Setter
- Cold Caller VA
- Customer Service Representative
- Technical Support
- Chat Support
- Back Office
- Retention
- Frontline Senior Specialist

SOFTWARE EXPERIENCE

- CallTools
- ViCi
- Zillow
- Podio
- Skipify
- Slack
- QuickBooks
- Salesforce
- Hangouts
- Teams
- Skype
- QuickBooks

WORK EXPERIENCE

CSR/AGENT

Supportsave | April 2017 - June 2018

- we handles inquiry, missing items & track orders
- we also process refund and compensative
- Got promoted to higher support after 5 months

TSR/AGENT

Concentrix | June 2018 - June 2019

- we walk through the cx on how to fix there QuickBooks
- we do payroll, troubleshooting, taxes and etc.
- Crosstrain with other LOB after few months

TSR/AGENT

Fundever| July 2019 - November 2021

- We walk through the cx on how to fix there Google devices
- Do troubleshooting
- Crosstrain with other account

CSR/AGENT

EXL | December 2021 - September 2022

- we handled insurance account
- we entertain for inquiry and info with insurance

FSR/RETENTION

XtendOps| September 2022 - November 2023

- we handles inquiry, missing items & track orders
- we also process refund and compensative
- Got promoted to higher support after 3 months

VA/COLD CALLER VA

Rapid Assistants | November 2023- November 2024

- we make calls for potential clients
- we make sure to get leads from the lists
- Do follow ups if needed

EDUCATION

CTU MAIN CAMPUS

June 2013 - March 2015

Associate Graduate / BSIT major in Comp. Tech.

REFERENCES

- Rosalia Umbao| Mepza/Quality Control/09065426981
- Ailyn Villamor| /BPO-Next Gen/Data Entry/ailynwillamor123@gmail/09089603237
- Mariefel Beato| Cyberbacker/General Admin/mariefelbeato@gmail09156073881