



# KARLA ROBERTS

Customer Support Advisor



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karla.fg10@hotmail.com

## PERSONAL INFORMATION

DOB: 10/FEB/1995

NI NUMBER:  
SX187731D

EMPLOYMENT STATUS:  
EMPLOYED

## HARD SKILLS

- Microsoft Office Skills
- Organisation
- Data Entry
- Customer Service
- Presentational Skills
- Filing
- Scanning and Photocopying

## SOFT SKILLS

- High work ethic
- Time management
- Professional
- Good attitude
- Adaptable
- Team worker
- Ability to Prioritise and meet deadlines
- Quick learner
- Analytical thinker

## LANGUAGES

- ENGLISH
- SSPANISH

## ABOUT ME

A quick learner who can effortlessly fit into any pre-existing established work place, team and environment. I consider myself persistent and I have the ability to adapt to different situations to solve problems.

My objective is to find a place where I can combine the skills that I have accumulated from different work areas, continue learning and find job opportunities that allow me to develop further professionally.

## EMPLOYMENT HISTORY

### 1st Line Software Support Advisor. OGL Software

Stourport-on-Severn, Worcestershire.

June 2022- Present (Permanent Position)

Main duties:

- Being first point of contact for the customer base (by telephone, email and remote connection).
- Accurately log support incidents onto company's IT service (Sunrise or Zendesk)
- Evaluating customer's request to redirect it to the appropriate department or where possible offer a resolution.
- Keeping customers up to date with the progress of support calls and managing incidents escalations.
- Installing and maintaining the ERP software of the company.
- Attending regular training sessions.

### Data Entry. Valuables Department. EQUANS

Kidderminster, Worcestershire.

January 2020-May 2022 (Permanent Position)

Main duties:

- Maintained and updated paperwork and electronic records with customers information.
- Identified fraudulent items and unbankable cheques.
- Repatriated documents to customers using an online system for shipment automation.
- Archived documents to specific locations and generated ID barcodes for tracking.
- Recorded banking details, filled bank books and elaborated reports.

### General Operative. DHL Exel Supply Chain Selfridges

November 2019-December 2019 (Temporary).

### General Operative. Lidl Regional Distribution Centre

September 2019-November 2019 (Temporary).

**Reception/Administrative Support.**  
**JR Vehicle Conversions Ltd.**

Aldridge, Walsall.

May 2019 -July 2019 (Temporary

**Main duties:**

- Scheduled appointments and making purchase orders in accordance with request for parts.
- Filed documents, recorded, scanned and photocopied receipts
- Organised inventory
- Dealt with enquires and updated data bases.

**Lawyer Assistant/ Administrative Support. Universidad Politécnica de Huatusco.**

Mexico.

May 2017-Septemeber 2018

**Main duties:**

- Created employer responses to tribunal claims, prepared employment cases and attended to Tribunal hearings.
- Organised files
- Created and reviewed operation processes of the administrative areas of the university.
- Instructed guidelines and policies for gender equality
- Measured the work atmosphere and training processes for personnel
- Surveys, notes, scheduled appointments

**Solicitor. Tribunal de Conciliación y Arbitraje del Poder Judicial del Estado de Veracruz. (Employment Tribunal)**

Mexico.

February 2016-May 2017

**Main duties:**

- Reviewed claims according to The Employment Tribunal rules of procedure
- Carried with the Tribunal hearings, delivered hearing proceedings, registered evidence, change of circumstances and all relevant information for the case,
- Interviewed witnesses involved in the case.
- Prepared briefs to communicate court's decisions
- Elaborated and reviewed the Daily Tribunal hearing lists

## ACADEMIC HISTORY

**Level 3 Payroll Technician Certificate**

2022

The Chartered Institute of Payroll Professionals CIPP  
Solihull, UK.

**Units:**

-NICs -PAYE  
-SSP -Child-related Statutory payment  
-Statutory deductions -Payroll Obligations

**Bachelor of Law (LLB)**

RQF Level 6

2013-2017

Universidad Veracruzana (UV),  
Law School.  
Mexico

**Second Class Honours, Upper Division (2.1)**

Cédula Profesional (Equivalent to SRA ID): 10759803

**A-Levels (GCE Advanced)**

2010-2013

Universidad Popular Autónoma de Veracruz. Mexico.

Mathematics: Grade A\* (8)

IT: Grade A\* (8)

Sciences: Grade A\* (8)

Introduction to business administration: Grade A (7)

Law: Grade A\*(9)

Universal History: Grade A\*(8)

**Secondary School Certificate**

GCSE's Level 2

2007-2010

Instituto Educativo Insurgentes.  
Mexico.

Maths: Grade B (6)

Sciences: Grade A (7)

English (Foreign language): Grade A (8)

IT: Grade A (7)

PE: Grade A\* (9)

Arts: Grade A (7)