

Gabriel Kim

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Target Field: General / Other

PROFILE

Administrative Assistant with experience in General / Other. Comfortable working with teams to get projects done and support day-to-day operations. Looking to grow impact in a fast-paced environment.

EDUCATION

Boston University

B.A. Psychology

Austin, TX

2018 — 2022

- Coursework: analytics, communication

EXPERIENCE

Administrative Assistant — Northwind Support

Remote / Hybrid | Jun 2023 — Present

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

Customer Support Specialist — HarborPoint Group

Raleigh, NC | Jul 2021 — May 2023

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.
- Improved documentation and created templates to make work more consistent.

Associate — Ridgeway Operations

Portland, OR | Jun 2019 — Jun 2021

- Supported execution and kept tasks organized across multiple stakeholders.
- Helped maintain reporting and basic analysis to track progress against goals.

PROJECTS

Vendor & Invoice Tracker

- Set up a tracker for invoices and vendor status to prevent missed payments.
- Provided weekly status updates to leadership.

Customer Support Playbook

- Built macros and knowledge base articles to standardize responses.
- Partnered with stakeholders to address top recurring issues.

SKILLS

Skills: Customer support, Ticketing systems, Process improvement, Communication, Scheduling, Vendor coordination, Basic data reporting, MS Office / Google Workspace, Organization

Certifications: Lean Basics (Workshop), Customer Support Foundations