



Katherine Guerrero

CONTACT ME

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EDUCATION

BS Information Technology
PHINMA University of Pangasinan
2022 - 2026

SKILLS

- Able to Operate Under Pressure
- Adaptable (work in a changing environment)
- Time management
- Multi-tasking
- Computer and Internet Skills
- Proficient in Microsoft Office including Excel, Powerpoint, and Word
- Proficient in Google Drive including Sheets and Docs
- Able to manage Social Media Pages
- Basic knowledge in editing (Photoshop/Ca nva)

WORK EXPERIENCE

Executive Assistant 2017 - Present

Polonius Entrepreneur | USA

Email Support (LiveAgent)
Admin Assistant

Customer Service Manager 2020 - Present

Robanka | Canada

Email Support (Exmail/Gorgias/Gmail)
Facebook Moderation (comments/messages/likes)
Order Management
Handle Disputes (PayPal and Stripe)
Social Media Moderator (Pinterest-upload pins)
Returns/Refunds
Order Processing/Fulfillment

Customer Support/VA 2018 - 2020

Shopify Store (Multiple Store)

Email Support (ZohoMail)
Order Processing/Fulfillment
Researching/Uploading Products (Aliexpress)
Facebook Management (comments/messages/Scheduling posts/Promoting items or collections from store)

Customer Support/VA 2017 - 2018

Aplus Media | Canada

Email Support (GMail)
(Order details, Shipment, Cancel orders, Replacements)

Social Media Manager 2016 - 2017

Private Blogger | USA

Handle social media accounts (Facebook, Pinterest, Instagram, Google, Twitter), Data entry

REFERENCES

Brandon Le

APlus Media
Email : brandon@aplusmedia.com

Zakaria Rabi

Its Cool Store
Email : zakariariabi1997@gmail.com
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Frederic Bye

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