



KHRISTINE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Customer Experience
- E-commerce Customer Support
- Email Customer Support
- Social Media Customer Support
- Social Media Management
- Community Management & Engagement
- Customer Complaint & Issue Resolution
- Travel & Booking Support
- Back-Office Support
- Team Leadership & People Management
- Agent Coaching & Performance Feedback
- KPI & Performance Management
- SME Support & Mentoring
- Escalation Management
- Customer Retention & Relationship Management
- Content Creation & Social Media Monitoring

TOOLS

- Sprout Social
- Magento
- Zowie
- Kustomer
- Zendesk
- HubSpot
- Freshdesk
- Shopify
- Gorgias
- Jira
- Confluence
- Slack
- PureCloud
- Balkan
- Amadeus GDS

Versatile Virtual Assistant with 6+ years of professional experience across customer service, technical support, marketing, social media management, and team coordination for U.S.-based accounts and international businesses. Proven experience in managing customer inquiries across email, chat, and social media, handling eCommerce orders, returns and refunds, coordinating team attendance, creating and scheduling digital content, and supporting customers through technical and account-related concerns. Brings strong expertise in Shopify, Gorgias, Zendesk, Sprout Social, TikTok Seller, ShipStation, Slack, customer support, social media management, and administrative coordination, helping organizations streamline daily operations, strengthen customer relationships, and maintain responsive, high-quality service.

WORK EXPERIENCE

FREELANCE/CONTRACTUAL-SOCIAL MEDIA COORDINATOR & EMAIL CUSTOMER SUPPORT

GoBear Singapore, SimplrFlex, Raccoon Tech Inc. & Mindy Support / II Makiage | 2021 – 2026 (5 Years)

- Provided social media and email customer support across multiple accounts, responded to customer inquiries and e-commerce concerns, created and curated social content, managed online communities, monitored engagement, and supported Amazon and e-commerce customers using Sprout Social, Magento, Zowie, HubSpot, Freshdesk, Shopify, Gorgias, and Slack.

SENIOR CUSTOMER SUPPORT & POD LEADER

Outdoorsy.com | 2021 – 2025 (4 Years)

- Supported customers and RV owners with rental-related inquiries while leading a team of support agents, monitoring KPIs, providing feedback and coaching, and supporting professional development using Kustomer, Zendesk, Slack, and Confluence.

CUSTOMER SERVICE/SME/BACK OFFICE/TEAM LEADER

Attain, formerly IGT Solutions | 2017 – 2021 (4 Years)

- Assisted customers with online flight bookings and reservation changes while supporting back-office operations and serving as a Subject Matter Expert and Team Leader, supervising agent performance, productivity, and adherence to business procedures using PureCloud, Balkan, Jira, Confluence, and Slack.

CUSTOMER SERVICE AND BOOKING AGENT – GDS AMADEUS

Lufthansa InTouch Philippines | 2016 – 2017 (1 Year)

- Assisted airline customers with reservations, flight rebooking, check-in, and baggage-related requirements using the Amadeus Global Distribution System.

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