



KRISTOFER

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Customer Experience
- E-commerce Customer Support
- Email & Live Chat Support
- Order Tracking & Order Management
- Shipping & Logistics Coordination
- Returns, Exchanges & Refund Management
- Technical Support & Troubleshooting
- Social Media Management
- Social Media Customer Support
- Community Management & Social Listening
- Content Creation & Scheduling
- Recruitment & Staff Training
- Team Coordination & Attendance Management
- Marketing & Promotional Campaigns
- Sales Strategy & Customer Engagement
- Data Analysis & Reporting

TOOLS

- Shopify
- Gorgias
- Zendesk
- Sprout Social
- TikTok Seller
- ShipStation
- Redo Returns
- Zopim
- Slack
- Microsoft Office
- Microsoft Teams
- Google Meet

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

PO/CUSTOMER SERVICE REPRESENTATIVE II/SOCIAL MEDIA MANAGEMENT

AwesomeCX – GLD | 2025 – 2026 (1 Year)

- Managed customer inquiries through live email and chat, assisted with order tracking, shipping, returns, exchanges, and refunds, created and scheduled social media content, managed Facebook, Instagram, and TikTok interactions through Sprout Social and TikTok Seller, conducted social listening, supported community engagement and brand growth, and served as POC for Philippine support team attendance.

MARKETING MANAGER/BARISTA

Malibu Café, Katara Beach, Doha, Qatar | 2019 – 2021 (2 Years)

- Managed customer service and daily café operations, hired, trained, and supervised staff, developed marketing plans, promotional events, and sales strategies, and maintained operational and sanitation standards in a fast-paced hospitality environment.

CHAT & EMAIL SUPPORT SPECIALIST – UBER USA

VXI Global Holdings | 2016 – 2018 (2 Years)

- Provided customer support through chat, guided users through website navigation and troubleshooting, followed up to confirm issue resolution, educated partners regarding background-check requirements, managed multiple conversations simultaneously, and escalated complex cases when necessary.

TECHNICAL SUPPORT REPRESENTATIVE – COMCAST USA

Teleperformance Philippines | 2014 – 2016 (2 Years)

- Provided technical support by identifying customer concerns, troubleshooting hardware and software issues, diagnosing technical problems, and recommending appropriate solutions while maintaining clear and effective customer communication.

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