



KARINA KCZANDRA MAGO CAPIROSO

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SUMMARY

Detail-oriented Customer Support and digitally literate with experience in data entry, reporting, documentation, inventory tracking, customer support, and administrative support. Proven ability to manage high-volume tasks with accuracy, streamline workflows, and support business operations in both remote and on-site environments. Fast learner with strong multitasking and organizational skills, recognized for reliability in fast-paced settings. Eager to expand expertise and contribute to diverse roles across various industries.

PROFESSIONAL EXPERIENCE

Shopee PH — Affiliate (Freelance / Remote)

November 2023 – Present

- Managed 30+ product listings across online platform daily
- Tracked engagement metrics and optimized listings for better visibility and conversions
- Maintained organized product data and inventory tracking systems
- Worked independently in a remote setup, meeting deadlines and campaign goals

Reliasourcing Inc. — Email & Chat Support Representative (CSR)

October 2024 – March 2025

- Responded to high-volume customer inquiries via email and chat with fast turnaround times
- Resolved issues while maintaining service quality and customer satisfaction
- Recorded and tracked interactions using CRM systems
- Maintained organized digital documentation and followed workflows

iHive Coworking Cafe — Shopkeeper / Supervisor

June 2024 – October 2025

- Supervised daily operations, staff schedules, and performance tracking
- Maintained reports using spreadsheets for attendance and inventory
- Handled 50+ customer inquiries daily with good satisfaction rate
- Ensured accurate stock monitoring and organized records

SPX Express Calamba Hub — E-commerce, Logistics, & Admin

November 2023 – April 2024

- Managed records and processed 300+ parcels daily using tracking systems
- Coordinated schedules and tasks with team members and drivers
- Organized documentation for efficient data retrieval
- Supported administrative and reporting tasks

Resilient Media PTE. LTD — Sales & Inventory Assistant

May 2023 – August 2024

- Processed sales data and created reports using Google Sheets
- Performed inventory audits and resolved discrepancies
- Maintained accurate documentation for operations

7/11 Convenience Store — Cashier / Operations Assistant

February 2023 – September 2023

- Managed transactions and maintained accurate daily records
- Monitored inventory and ensured stock availability
- Assisted in daily reporting and documentation

SKILLS

Technical: Microsoft Office (Word, Excel, PowerPoint, Outlook, Teams), Google Apps (Docs, Sheets, Zoom), Slack, Gorgias, Shopify, Canva, Office Hardware (MPF)

Core: Data Entry, Customer Support, Basic CRM, Inventory Management, Reporting, and Documentation

Others: Fast learner & adaptable, organized & detail-focused, reliable under pressure, time management & multitasking, communication skills, computer literate, and self-motivated

EDUCATION

Upper Secondary Level

2020 – 2022

CARD-MRI Development Institute, Inc. – Information and Communication Technology (ICT)

Nicolas L. Galvez Memorial National High School – Science, Technology, Engineering, and Mathematics (STEM)

Secondary Level

2015 – 2019

Los Baños National High School – General Curriculum

- With Honors (Honor Society Member), Student-Teacher awards, and accomplishments in Journalism & in Sports

- Journalism (News, Feature, & Co-Writer to other categories and Lay-out Artist)

- Sports (Track & Field, Volleyball, and Badminton)

Character Reference/s:

- Kyle Nabor
Manager & Co-owner at iHive Coworking Cafe
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 - Dannielle Guy
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