

# KAREN ERGUIZA

## Process Specialist/Customer Service

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**WWW:** [HTTPS://KARENERGUIZA.WIXSITE.COM/PORTFOLIO](https://karenerguiza.wixsite.com/portfolio)

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### PROFESSIONAL SUMMARY

Dedicated customer service professional committed to delivering exceptional support to current and prospective clients. Recognized as a collaborative team player with outstanding listening abilities and critical thinking skills that drive effective problem-solving. Proven track record in management and organizational capabilities, consistently achieving customer satisfaction while aligning with company objectives. Passionate about fostering positive relationships and enhancing the overall client experience.

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### AREAS OF EXPERTISE

- Customer Service
- Engage and promptly respond to customers over the phone regarding their inquiries and complaints
- Respond to emails of clients and provide solutions and proper directions
- Creates tickets for proper escalation procedure
- Direct clients and future customers to the appropriate department if needed
- Scheduling and Leading Conference Calls
- Leads weekly calls with the clients to discuss the order status
- Provide agenda and reports ahead of time to clients before the scheduled call
- Send invites to the appropriate team that needs to be included in the meeting
- Provide feedback to the internal team to enhance the process
- Administrative support
- Creates reports that will be sent over to the client to show the performance of each order
- Supported each team member on the required system access and how to use it.

### WORK HISTORY

Infosys

Process Specialist // Philippines // June 2019 to October 2023

- Weekly reporting/tracking of order status (WIP Management – Work in Progress) -Order tracking
- Weekly conference call to discuss order status, providing resolution and plans for each issue.

Maersk

Process Expert // February 2019 to May 2019

- Customer Service/logistics in a shipping company handling Malaysia
- Attend to export and import specifics process as assigned in the team
- Assist customers with their issues, keeping close communication with our co-workers locally or overseas to ensure prompt handling of exceptions concerns.

Infosys

Senior Process Executive // June 2012 to October 2018

- Understanding the customer's requirements and timelines
- Participating in conference calls/technical interviews with ATT/end customers to gather requirements
- Issuing orders accurately as per the customer's specifications
- Reviewing project plans and monitoring schedules to honor commitments made to customers
- Provide detailed investigation to resolve any issues encountered

West Contact Services, Inc.

Financial Account - Customer Service Representative // April 2011 to June 2012

- Reviewing customer checking account and giving authorization code if qualifies
- Assist them in writing a check
- Refer to the bank if needed.

Sitel

Customer Service Representative // June 2010 to March 2011

- Resolving customer issues regarding payment
- Explaining the basic guidelines of their plan.

## **EDUCATION**

Bachelor of Commercial Science - Computer Science

Jose Rizal University

Business Diploma

Red Deer Polytechnic // Red Deer // Expected in December 2025

## **INTERNSHIPS**

### **Brief Description of Duties:**

- Worked at the RDP Welcome Desk, which involves: Welcoming and directing guests and campus community members  
Connecting them to information about and around campus
- Created an orientation handbook to support new folks working at the Welcome Desk
- Working with other division areas to create an online tracking system for Welcome Desk questions

## **AVAILABILITY**

December 19 2025 onwards