



# Karen Aurora Pinto

+92 3003596795   
karenpinto501@icloud.com 

## ≡ PROFILE

Bi-lingual college graduate from St. Joseph's College for Women. Highly organized, enthusiastic, and keen to engage with customer service to apply and further improve skills such as communication, organizational skills, and problem-solving. Highly prioritize a customer service role that could utilize my natural ability to interact positively with customers and effectively convey the value of products, as well as provide alternative product choices in a friendly and courteous environment, while dealing with customer objections in a polite and graceful manner that reflects the policies of the company.

## EDUCATION

**School: Convent of Jesus and Mary (2005-2015)**

**St. Patrick's Girls High School (2015-2018)**

**College: St. Joseph's College for Women (2019-2021)**

## SKILLS

### **Product research skills and awareness**

- Developed the ability to review literature effectively and find credible sources such as university journal articles and academic research to source information from during my academic journey which has enabled me to be able to research and stay up to date when it comes to products and awareness to novel updates in my field as well as finding the optimal product choice for customers.
- As an efficient reader, with a professional mindset, I am always well-versed in standard processes and procedures in a business environment and am able to find efficient resolutions without violating any codes of conduct.

### **Work composure and effective time management**

- Managed a career in private tuition and my educational requirements alongside household management, which has developed my ability to manage time in an effective manner, while also being able to divide larger tasks into smaller more achievable tasks.

- Excellent at prioritizing, and considering the relative importance of tasks, and completing tasks of greater weight ahead of time. If required, also possess the ability to work under high-pressure situations with limited time and still find conventional solutions Excellent communication and social skills
- As an individual with an empathetic personality, possess the ability to understand customer demands and queries and effectively communicate possible solutions.
- Possess a great speaking accent due to English being my first language, as well as undergoing my education in schools and colleges that prioritized communication in English.
- Have a number of social skills that are transferable to a job environment, such as being able to lighten a tense professional conversation to reduce barriers to communication and knowing when to use humor as an effective tool to empathize with customers.

## WORK EXPERIENCE

- **Official school blog writer, along with being tasked with composing school speeches (2008-2018)**
- **Private tutor with 3 years of teaching experience (2019-2021)**
- **Customer service representative for Walmart.com at Ibex Global (November-December 2021)**
- **Subtitle editor at Eplanet Communications (January-March 2022)**

## INTERESTS & HOBBIES

As an ambitious personality, my spare time is often spent constantly learning about up-to-date information regarding my favorite fields such as fashion and designing. I am also an avid literature enthusiast, with a sentimental weakness for poetry, and a love of self-expression, whether it be through writing journals or expression through appearance in the form of makeup, photography, or styling.

## PERSONAL ACHIEVEMENTS

- Regional Scrabble competition winner
- Inter-school throwball championship winner
- Inter Rowing regatta (rowing competition) winner

### Statement of Interest

#### **Karen Aurora Pinto '2021**

A famous writer once wrote, "Writing must always have intention because words always possess the power". In a life of great instability, writing has always been a great means of expression for myself, not only to describe the perils I faced on a daily basis but to mirror these perils onto those who could read and perceive the things I wrote, so that they may have a fighting chance against problems that I may have once faced. Writing has always given me a certain freedom, not only to express but to explore and draw knowledge from every source imaginable. It gave me the ability to surf the internet and synthesize only the best information to effectively create a piece of writing that could be deemed artistic and answer all the

questions a reader may have when reading an article. Over time my hunger for being an influential writer led me to develop a greater understanding of digital marketing as it is the basis of most web-based content, as well as developing a number of content writing styles by writing blog posts, as well as technical articles and even social media posts to engage with a wider audience.

There are a number of ways I believe I would be suited to this job. As an avid researcher with a hunger for knowledge , I possess a great understanding of literature and the synthesis of information , which could help to source great articles.