



# Karolin Pantilimonová

## Work Experience

### 2nd Level Special Support in Customer Service, refurbished GmbH, Prague

October 2024 - Present

Direct point of contact between customers and sellers.

Handled cases in German, Czech and English for the DACH region, Czech Republic and Ireland (IE).

Monitoring and follow-up of open escalations and complex support cases to ensure resolution within agreed timelines using Zendesk.

Utilized Notion, MS Office, and Google Office for documenting, organizing, and communicating solutions.

### Customer Service Specialist, Envista Holdings Corporation, Prague

April 2023 - October 2024

Processed and tracked customer complaints and returns within SAP ensuring swift resolution and high customer satisfaction.

Assisted multiple teams in clearing their complaint and return backlogs, significantly improving workflow efficiency and departmental collaboration.

### Language Teacher, Rolino spol. s r. o, Prague

August 2021 - May 2024

Delivered dynamic English and German instruction to groups of up to 7 children and one-on-one settings.

Employed the Ministry of Education-endorsed Rolino methodology to enhance curriculum delivery and interpretation.

### Customer Service Specialist, Daltrans Group s.r.o, Prague

September 2021 - March 2023

Competent in order management within JTL-Wawi, including order entry, cancellation, and verification.

Managed and maintained the company's digital presence through website and E-Shop and social media platforms (WordPress, Shopify, instagram, facebook).

## Education

### Master of International Relations, Metropolitan University

January 2024

### Bachelor of Business Administration, Prague University of Economics and Business

June 2021

## Courses

### Medizinproduktberater, HCMC Akademie, Leipzig

April 2024

### IELTS Band Score 8.0, British Council

February 2020

### TEFL Level 5, The Tefl Academy

February 2025

## Personal Info

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## Links

[Linkedin](#)

## Skills

- Microsoft Office
- CRM (Outlook, Zendesk)
- SAP
- Communication
- Shopify, Wordpress
- CSS
- HTML

## Languages

- Czech
- German
- English
- Romanian