



## SUMMARY

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E-commerce Support, Virtual Assistant, and a Customer Service Specialist with almost five years of experience providing exceptional support in resolving customer inquiries and Virtual Assistance in the E-Commerce and Promotional Products industries. I offer strong communication skills, both verbal and written, with a proven track record of delivering high-quality service. Proficient in problem-solving and conflict resolution, ensuring customer satisfaction. Adaptable, proactive, and detail-oriented, with the ability to manage multiple tasks effectively.

### WORK EXPERIENCE :

#### **Operations Coordinator VA | Product Curator**

Swagger | April 2025 - Present

- Communicate with suppliers to manage inventory and request product customizations
- Design professional, high-quality presentation decks for client proposals using Powerpoint Presentation
- Curate products based on client requirements for inclusion in decks
- Develop moodboards to visually represent the client's desired outcome
- Collaborate with Relationship Managers or Sales Representatives during deck preparation before client presentation
- Ensure that featured products in the lookbooks are current and sufficiently stocked
- Evaluate and plan product pricing strategies for items featured in the decks
- Produce product mockups tailored for client review

#### **Customer Service E-Commerce Virtual Assistant**

Cloud 9 Sports | February 2025 - April 2025

- Respond to customer emails about product inquiries and order details, ensuring prompt and helpful communication.
- Help customers with order issues, returns, and exchanges, providing a smooth and hassle-free experience.
- Maintain thorough knowledge of processes and products, including new features, updates, and common issues.
- Build an online store for our clients through the OrderMyGear website, where they can purchase their customized apparel with ease
- Assist in creating invoices/quotations for our customers, placing the orders, and collaborating with our suppliers.
- Creating flyers to market our products to potential customers and reach out to potential customers by sending them a marketing emails.
- Creating uniform mock-ups for our clients

## **Customer Service Virtual Assistant | E-Commerce D2C**

Booth And Partners/Fuego Inc | September 2024 – February 2025

- Answer customer emails regarding their inquiries about the products that we sell, delivering timely and supportive responses.
- Recognize frequent customer concerns, recommend process enhancements for improved efficiency, and communicate recurring problems to the team.
- Assist customers with order problems, returns, and exchanges, ensuring a seamless experience while effectively overseeing the returns system.
- Guide customers in troubleshooting product issues and provide tailored solutions that best meet their needs.
- Maintaining in-depth knowledge of the process and the products - including new features, updates, and common issues.
- Coordinate with our 3rd party logistics when it comes to shipment issues. Collaborating with the team and sharing insights to enhance service quality.

## **Subject Matter Expert | E-Commerce B2B – Shopify**

TaskUs | September 2023 – September 2024

- Possess in-depth knowledge of a specific domain, such as Shopify products, e-commerce trends, payment systems, or another relevant area.
- Provide expert advice and guidance to internal teams, including product development, marketing, sales, and customer support. Help them understand complex issues and make informed decisions.
- Develop and deliver training programs, workshops, and materials for new employees, helping them understand complex concepts and processes.
- Create and maintain comprehensive documentation, including manuals, guidelines, and FAQs, to support projects and teams.
- Propose and implement innovative solutions to enhance products, services, or processes within the organization.
- Oversee day-to-day operations of the team, ensuring that team members adhere to company policies and procedures. Provide guidance and support to team members, helping them navigate challenges and develop their skills.
  - Mentor and coach new team members, helping them improve their skills and career development. Develop action plans to achieve these goals, ensuring team members understand their roles and responsibilities.
  - Monitor team performance through key performance indicators (KPIs) and metrics, ensuring targets and goals are met.

## **Support Advisor | E-Commerce B2B – Shopify**

TaskUs | August 2021 – September 2023

- Handle incoming customer inquiries through various channels, including phone, email, chat, and social media.
- Address customer concerns and resolve issues promptly, whether they are technical, billing-related, or product usage questions.
- Provide customers with information about Shopify's products, features, and best practices to help them get the most out of the platform.
- Develop positive relationships with customers, understanding their needs and providing personalized support.
- Accurately document all customer interactions, issues, and resolutions in the company's CRM system.
- Manage customer data and maintain records of customer interactions, ensuring data accuracy and privacy.

## **Customer Service Representative | Logistics account (UPS)**

Alorica | June 2020 – July 2021

- Inbound and Outbound Communication: Handle incoming customer inquiries and reach out to customers as needed through phone and email.
- Assist customers with tracking their shipment, and make changes to their shipment (as requested by the shippers).
- Make outbound calls to the warehouse distribution centers that do the sorting and work directly with the drivers that ship the packages.

### **SKILLS:**

- Proactive
- Deep Technical Knowledge
- Customer Assistance
- Problem Analysis
- Empathy and Patience
- Analytical Skills
- Adaptability
- Data Entry
- E-commerce Management (Shopify and OrderMyGear)
- Time management skills
- Organizational Skills
- Strong attention to detail

### **TOOLS:**

- Shopify
- Athena
- Zendesk
- Microsoft Office
- Slack
- Canva
- Loop Returns
- PowerBI
- Workday
- Aftership
- Workspace
- Social Media Platforms
- Gorgias
- Salesforce
- ChatGPT
- Zoom
- ShipMonk
- Google Workspace
- Outlook
- CapCut
- Amazon Seller Central
- Asana
- MS Teams
- Flipping Book
- Fulfill Engine

### **Character References:**

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