

Mara Rysiella Aquino

Customer Success | Support Specialist | Executive Assistant

Driven and motivated leader with significant experience in software, customer support, and executive assistant roles, delivering world-class customer and client success experience. Proven ability to enact business decisions while troubleshooting and resolving technical issues to generate consistent results. Effective interpersonal skills, collaborating across teams, establishing strategic partnerships, and leading complex projects while mitigating risks and achieving business objectives.

Core Strengths

Customer Experiences | Technical & SaaS Support | Quality Assurance | Process Improvements | Strategy Development | Stakeholder Development | Problem Solving | Team Leadership

Professional Overview

Community Success Manager & Support Specialist, Show.gg Oct 2022 - * Manage the company's online presence in Discord and other Social media outlets, monitor and engage the community to build a healthy, safe and fun environment for everyone

Onboarded new users, assist concerns of current users, research and contact possible partner

Quality Assurance & Senior Technical Support, Loox.io Aug 2020 - * Supported merchants using the app to collect reviews from customers and display them on the Shopify stores, manually inserting code to the theme file and ensuring reviews were displayed on google.

Monitor support tickets and provide insights to help improve support representative's work to align with the company's structure and values

Senior Support Specialist, Shogun Labs Inc Jul 2021 - Aug 2022 Supported Shopify, Big Commerce, and Magento store owners in creating landing pages to help improve their store performance.

Onboarded new users, assisting in creating pages and guiding them in the launch of their pages.

Executive Assistant, Credit Repair Specialist, Keys 2 A Nu Life Apr 2021 – Dec 2021 Assisted with the client's personal and business credit repair, building positive relationships to provide exceptional client experiences.

Improved credit scores and increased customers by running CRM for continuous email flow, identifying faults, and running ads on social media.

Customer Support Specialist, Jungle Scout Apr 2021 – Aug 2021 Supported Amazon merchants and aspiring merchants with finding the best products to sell, making it easier for them to track their sales, create automation, and identify the most effective keyword list for every listing.

Technical & Customer Support Guru, Shopify, TaskUs Feb 2019 – Dec 2019 ● Supported merchants in the use of Shopify from the beginning stages down to design, product research, app configuration, finances, billing, and subscriptions.

Education

Bachelor of Science in Medical Technology – OUR LADY OF FATIMA UNIVERSITY

Training and Certification

Social Media Marketing (2022) – HUBSPOT ACADEMY | **SEO** (2022) – UDEMY | **Amazon VA** (2022) – PRO VA
Data Analytics (2022) - Coursera

IT Skills

Zendesk | Intercom | Front | Helpscout | Notion | Guru Card | Jira | HubSpot | ClickUp | Shopify | Amazon | Jungle Scout | Shogun | Loox | Credit Embudo | Jungle Scout | Facebook | Instagram | Twitter | Gmail | Zoom | GMeet | Discord | Twitch |