

## About Me

I have hands-on experience working with e-commerce stores, including managing Shopify-based shops and handling customer support related to orders, shipping, refunds, and general inquiries.

I'm comfortable working independently with clear workflows and handling customer communication without constant supervision.

I've worked with fulfillment platforms and international orders, which helped me develop a strong understanding of common customer issues such as delivery delays, address changes, and refund requests.

My focus is on providing clear, calm, and professional communication while ensuring both customer satisfaction and business interests are protected.

## Core Experience

- **Shopify store administration and order management**
- **Email-based customer support for e-commerce businesses**
- **Handling delivery delays, order tracking, refunds, and replacements**
- **Working with fulfillment suppliers and shipping timelines**
- **Communicating with international customers**
- **Using AI tools (ChatGPT) to assist with structured, accurate, and consistent customer support while following store-specific templates**

## Sample Customer Support Responses

### Order Delay / "Where is my order?"

Hi [Customer Name],

Thank you for reaching out.

I've checked your order and can confirm that it is currently in transit. As this shipment is handled by an international carrier, delivery may take a bit longer than expected.

Your tracking number is active, and the latest update shows that the package is moving through the shipping network. If there are no updates within the next few days, I will personally follow up and keep you informed.

Thank you for your patience.

## **Upset Customer – Delivery Taking Too Long**

Hi [Customer Name],

I completely understand your frustration, and I'm sorry for the delay.

Your order is still on its way, but I agree that the delivery has taken longer than expected. To make this experience better, I can offer you a partial refund once the delivery is completed.

Please let me know if this solution works for you, and I'll take care of it.

## **Refund Confirmation**

Hi [Customer Name],

Thank you for your message.

I've reviewed your request and can confirm that your refund has been processed. Please note that it may take 3–5 business days for the amount to appear on your original payment method, depending on your bank.

If you have any other questions, feel free to reply to this email.

## **Address Change Request**

Hi [Customer Name],

Thank you for contacting us.

I've checked your order status and was able to update the shipping address before dispatch. Your order will now be delivered to the new address provided.

If you need anything else, please let me know — I'm happy to help.

## **How I Work**

- I review each case carefully before taking action

- I follow SOPs and escalate only when necessary
- I aim to protect business margins while keeping customers satisfied
- I communicate clearly, calmly, and professionally
- I keep responses organized and consistent

## **Tools & Platform**

Shopify

Gmail

Google Sheets

Fulfillment platforms

ChatGPT (for structured support assistance)

## **Availability**

Available for part-time, long-term email-based customer support.

Comfortable with 1–2 hours per day and scaling if required.