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| A close up of a person wearing glasses and smiling at the camera  Description automatically generated |  | Ernida Esplana Customer Service Manager | Fulfillment | E-Commerce | Content Moderation |
| Profile Experienced user of Gorgias, Zendesk, Freshdesk, Helpscout, GrooveHQ, Intercom, and Hubspot. I specialize in Customer Support and anything about Ecommerce using Shopify and other 3PL. I have over 14 years of solid customer support experience. I am a multiskilled support person. I can support dropshipping too Contact MOBILE | WHATSAPP:  8-997-8467 | 0917-840-1136 | 0999-889-4713  SKYPE:  Techie\_1978  EMAIL:  [nidsesplana@gmail.com](mailto:nidsesplana@gmail.com) |  | EDUCATIONLyceum of the Philippines 1996 - 2000  I have been a part of Jose P. Laurel Scholarship when I was starting my college years. WORK EXPERIENCEMindful Health LLC- CHS Manager Dec 19, 2016 – August 2020  As a CHS Manager, I manage a team of 10 people in my team, monitor their KPIs that include number of solved tickets, CSAT, Sales from upsells on a weekly basis, coach the agents, perform meetings with the management team, prepare reports and submit them via 15Five. Mindful Health LLC Customer Service Representative Aug 25, 2016 - Dec 18, 2016  Respond to, triage, and resolve customer support emails (mostly shipping inquiries) - Work with Manager of Operations to manage support issues and create efficient processes - Report on general temperature for customer support issues - Pass along any promising customer ideas and suggestions to the rest of the team HelperChoice | Yoopies - Part-time Customer Service Officer May 2018 – March 2020  -Consistently provides genuine, friendly, personable and professional service while promoting company products  - Solve problems for customers with the right tone and attitude through multi-channels: phone, email, social media.  **Doggy Style Clothing – Part-time Customer Service**  Jun 2, 2018 - Jul 15, 2019  **Modern Karmavore – Part-time Customer Service**  Oct 24, 2018 - Apr 9, 2019  **Shoparoo – Customer Service**  Jan 17, 2017 - Dec 14, 2018  **Raposo Fitness Enterprise – Full time Customer Service**  May 21, 2016 - Dec 14, 2018 Flexmatdex – Ecommerce Customer Service & Admin May 15, 2015 - Jan 6, 2017  - Respond to customer service issues and enquires on our social channels and email (using Zendesk) - Manage returns and exchanges via our online shopping system (Shopify) - Deal with disputes and resolution - Organise invoicing and reconciliation between orders system and the supply chain manager  **Kanjoya – Experience Project - Content Moderator and Customer Support Agent**  Aug 1, 2015 - Apr 22, 2016  -Respond  to support questions from users using Desk.com. -Utilize given admin tools to review, remove or restore content on the site. (Comments, Questions, Stories, Photos, Groups). -Use the Community Guidelines to make decision on whether accounts should be suspended or deleted, and whether content should be removed or not. -Make a huge impact in a supportive community by removing Spam, Hate, Harassment, Trolling, and inappropriate posts. -Escalate issues as necessary.  **Ignite Web Marketing - BrightWhite Smile – Part-time Customer Service/Administrator**  April 2015 - Present  - Keep data records  - Email handling  - Order Fulfillment  - Stock Inventory Check  - Tracking Info follow up  - Return/Reship/Replacement Fuse Labs – Socl - Community Manager and Moderator Apr 9, 2015 - Aug 3, 2015 Wish - Customer Satisfaction Specialist – Fulltime Aug 26, 2014 - Mar 7, 2015  - Respond to, triage, and resolve customer support tickets - Work with Manager of Operations to manage support issues and create efficient processes - Report on general temperature for customer support issues - Pass along any promising customer ideas and suggestions to the rest of the team  **MRO Supply – Customer Service**  Feb 14, 2013 - Jan 13, 2014  - Process website orders  - Answer emails sent to customer service  - Submit Purchase Orders to Vendors  - Follow up on PO's and SO's with Vendors and Customers  - Report progress on Order log system  - Process RMA/RGA  - Manage live chat support  **24/7 CustomerPhils. Inc - Tier 2 Tech support**  July 2008 - September 2012  -Multitask such as simultaneously using telephone and computer skills -Effectively resolve problems and be efficient in a fast-paced environment  - Configure and troubleshoot Internet applications (browsers, email, etc.)  - Apply advanced knowledge of computer hardware, software, and operating systems (Windows and Macintosh), networks, and servers  - Configure and troubleshoot internet security software (firewall, anti-virus, etc.)  - Hardware installation and networking    **Teleperformance - Level II Tech Support (Verizon)**   July 2007 - December 2007  -Provide technical support on basic operational or maintenance of personal computers and /or peripherals using documented procedures and available tools - Act independently to resolve support calls that are technically complex nature   **TeletechCustomer Care Management Phils - Tech Support Level I**  December 2006 - June 2007  -Provide technical support on basic operational or maintenance of personal computers and /or peripherals using documented procedures and available tools. - Act independently to resolve support calls that are technically complex in nature.  - Provide technical support on windows versions computer-supported like windows ’98, ME, 2000, XP using documented procedures and available tools.  -Configure and troubleshoot networks (TCP/IP, File/Print Sharing, DNS, etc) -Diagnose and troubleshoot the cause of unusual slowness or Internet problems. - When necessary, refer to the vendor if out of scope or transfer to Dispatch or other departments as needed.     **Positive Vision Inc. (Home TV Shopping) - Team Leader**  November 2005 - September 2006  - Generate team reports and prepares decks for reviews.  - Handle the team’s metrics - Ensures that targets are met and done beyond.  - Coaching for agents, takes in escalation calls and handles customer complaints, and is in charge of agents schedule and payroll.  **Positive Response Vision, Inc. (Home TV Shopping) - Quality Analyst**  September 2003 - November 2005  - Call listening, mac calls  - Generate reports/relevant data for quality and operations and provides initiatives to the program.  - Provide recommendations for process improvement.  - Maintain and guarantee adherence to company policies without sacrificing the service being provided.  - Provide coaching and/or feedback for the holistic development of agents in the business.    **Positive Response Vision, Inc (Home TV Shopping) - Inbound/OutboundRepresentative**  March2003 - September 2003  - Keep customers updated by sending brochures of items in promo via fax and mail. - Process payments over the phone  - Follow up the schedule of shipping  - Assist walk-in customers in the showroom - Submit customers' feedback, suggestions, and complaints to the CSR head  **Skills**  Shopify Management  Customer Service  Administrative Support  Etsy and Amazon Admin  Content Moderation |