

# MICHAEL ANDERSON

E-Commerce Support Supervisor

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Detail-oriented E-Commerce Support Executive with a strong focus on customer satisfaction and process optimization. Possesses a solid understanding of e-commerce platforms and customer service best practices. Proven ability to handle high-volume inquiries while maintaining quality service. Expertise in developing support documentation and training materials that enhance team performance. Demonstrated success in implementing customer feedback mechanisms to drive improvements.

## WORK EXPERIENCE

### E-Commerce Support Supervisor | Virtual Retail Hub

Jan 2022 – Present

- Supervised day-to-day operations of the e-commerce support team.
- Developed performance metrics to monitor team effectiveness.
- Conducted regular training sessions to improve service quality.
- Managed escalated customer inquiries to ensure resolution satisfaction.
- Collaborated with product teams to align support with new offerings.
- Implemented customer feedback processes to refine service delivery.

### E-Commerce Customer Support Agent | ShopEasy Online

Jul 2019 – Dec 2021

- Provided support to customers via email, chat, and phone.
- Maintained detailed logs of customer interactions and resolutions.
- Assisted in the creation of FAQs and troubleshooting guides.
- Engaged in continuous training to stay updated on product lines.
- Participated in team meetings to discuss service improvements.
- Utilized customer feedback to inform service adjustments.

## SKILLS

Customer service

Process optimization

Team supervision

Documentation development

Training facilitation

Feedback analysis

## EDUCATION

### Bachelor of Science in Business Management

2020

University of Texas

## ACHIEVEMENTS

- Achieved a 98% customer satisfaction rating through effective support strategies.
- Recognized as 'Employee of the Quarter' for outstanding performance.
- Improved response times to customer inquiries by 20%.

## LANGUAGES

English

Spanish

French