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EXPERTISE SKILLS

- Customer Service
- E-commerce Platforms
- Problem Solving
- Technical Troubleshooting
- Communication
- Content Creation

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Arts in Business Administration

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

E-COMMERCE SUPPORT SPECIALIST

Detail-oriented Technical Support Analyst with 4 years of experience in the e-commerce industry. Proven track record in resolving customer issues related to online transactions and platform usability. Strong analytical skills, enabling effective problem-solving and root cause analysis. Adept at using various support tools and software to track issues and ensure timely resolutions.

PROFESSIONAL EXPERIENCE

ShopSmart

Mar 2018 - Present

E-commerce Support Specialist

- Provided customer support for a high-traffic e-commerce platform, handling up to 50 inquiries daily.
- Resolved issues related to payments, order processing, and account management.
- Worked with the development team to identify and fix usability issues on the website.
- Created instructional content to assist users in navigating the platform.
- Achieved a first contact resolution rate of 90% through effective troubleshooting.
- Participated in regular team meetings to share insights and improve overall service quality.

Web Solutions Co.

Dec 2015 - Jan 2018

Technical Support Representative

- Managed customer inquiries via live chat, email, and phone with a focus on quick resolution.
- Documented and tracked customer interactions in the support system for future reference.
- Contributed to a knowledge base that improved team efficiency by 25%.
- Conducted user training sessions to enhance understanding of platform features.
- Identified trends in customer issues and provided feedback to management.
- Ensured compliance with company policies and best practices in customer service.

ACHIEVEMENTS

- Recognized as 'Top Performer' within the support team for three consecutive quarters.
- Implemented a new feedback system that improved customer satisfaction scores.
- Played a key role in a project that reduced response times by 35%.