



Azel Kish D. De los Reyes

E-COMMERCE OPERATIONS & CUSTOMER
EXPERIENCE SPECIALIST

SKILLS

- Customer Service & Customer Support
- Email, Chat, and Social Media Support
- Shopify Store Management
- Amazon & eBay Marketplace Management
- Order Processing & Order Management
- Refunds, Returns & Cancellations Handling
- Chargeback & Dispute Resolution
- Shipment Tracking & Logistics Coordination
- Courier Support & Delivery Issue Resolution
- Order Modification & Account Assistance
- Lead Generation & Online Research
- Social Media Management
- Content Creation & Branding
- Video Editing & AI Video Creation
- Blogging & Website Content Writing
- SEO (Search Engine Optimization)
- Influencer Outreach & Partnership Coordination
- Graphic Design & Creative Content Development
- Data Entry & Administrative Support
- Problem Solving & Conflict Resolution
- Communication & Client Relationship Management
- Multitasking & Time Management
- Microsoft Office & Google Workspace

SUMMARY

Results-driven Customer Service and E-Commerce Specialist with extensive experience in customer support, online store management, logistics coordination, and digital marketing. Skilled in handling customer inquiries across multiple platforms with a strong focus on customer satisfaction, conflict resolution, and brand representation. Proficient in Shopify, Amazon, and eBay operations, including order management, product listings, inventory support, and marketplace account handling. Experienced in shipping and logistics processes, including courier tracking, shipment monitoring, refunds, cancellations, order modifications, returns management, and chargeback dispute handling. Knowledgeable in working with major shipping couriers and resolving delivery-related concerns efficiently.

Highly experienced in social media management, content creation, video editing, AI-generated video production, blogging, SEO optimization, and lead generation. Adept at creating engaging digital content, supporting brand growth, and increasing online engagement through creative marketing strategies, strong communication skills, and data-driven customer service solutions.

SKILLS SUMMARY

CUSTOMER SUPPORT

- Skilled in handling customer inquiries, resolving order concerns, processing refunds, cancellations, returns, and chargeback disputes in a fast-paced B2C eCommerce environment.
- Experienced in managing shipment tracking, courier coordination, delivery issues, and order modifications while maintaining excellent customer satisfaction.

ECOMMERCE MANAGEMENT

- Proficient in Shopify, Amazon, and eBay operations including order processing, product listings, inventory support, and marketplace account management.
- Knowledgeable in handling daily store operations, customer communication, and backend order fulfillment processes.

DIGITAL MARKETING & SOCIAL MEDIA

- Experienced in social media management, content creation, branding, and audience engagement across multiple platforms.
- Skilled in video editing, AI video creation, blogging, SEO optimization, and creating marketing content that supports business growth and online visibility.

LEAD GENERATION & SALES SUPPORT

- Proficient in online research, lead sourcing, and prospecting across social media and digital platforms.
- Strong communication and negotiation skills with experience supporting sales growth and building customer relationships.

ADMINISTRATIVE & COMMUNICATION SKILLS

- Strong multitasking, problem-solving, and organizational abilities with experience in high-volume data entry and customer communication.
- Effective in handling email, chat, and social media support while maintaining professionalism and efficiency.

WORK EXPERIENCE

VXI (AT&T) — Technical Support Representative September 2018 – January 2020

- Diagnosed and repaired technical issues related to customers' computers, mobile phones, and network services.
 - Investigated connectivity and network-related concerns and provided troubleshooting solutions.
 - Assisted customers with technical support inquiries while ensuring excellent customer service experience.
 - Delivered reliable technical assistance that improved customer trust and service satisfaction.

OMEGAWALK — Email Support Representative March 2020 – September 2021

- Assisted customers with orders and inquiries through email support.
- Created and updated customer orders using Shopify.
- Managed chargeback concerns and customer account-related issues.
- Worked on the Westbury Laine store by creating Shopify product listings and editing product photos.
- Resolved customer questions and ensured accurate order processing while maintaining brand satisfaction standards.

FOR YOUR LITTLE ONE — Customer Service Specialist October 2021 – September 2025


- Handled customer communication across multiple platforms including Shopify, Amazon, and eBay.
- Resolved customer concerns related to shipping, refunds, cancellations, and order modifications.
- Assisted with chargeback cases through Shopify and Amazon to ensure fair resolutions.
- Coordinated with the fulfillment team to track and manage order status updates.
- Maintained a high level of customer satisfaction through timely and empathetic support.

FEEL DESIGN AI — Digital Marketing & Content Specialist 2024 – 2025


- Created website write-ups, blogs, and SEO-optimized content to improve online visibility and audience engagement.
- Edited photos and produced AI-generated videos and social media video content for branding and marketing campaigns.
- Managed social media content creation and assisted with audience engagement strategies.
- Conducted lead generation and client prospecting through online research and digital platforms.
- Handled influencer outreach, partnership coordination, email communication, and follow-ups with content creators and potential collaborators.

AIRO KIT — Customer Support & E-Commerce Specialist September 2025

- Provided email support and handled customer inquiries related to orders, refunds, cancellations, subscriptions, and delivery concerns.
- Managed chargeback disputes and coordinated with payment platforms to ensure proper case resolution.
- Assisted customers with shipment tracking, courier follow-ups, and order status updates.
- Maintained customer satisfaction through professional and timely communication.
- Worked closely with fulfillment and logistics teams to resolve shipping-related concerns efficiently.

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