

Maria Theresa Dela Rosa

E-commerce Specialist

E-mail Support Specialist



CONTACT



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Mabalacat

EDUCATION

Tarlac State University

Bachelor of Education in
English

2019-2022

SKILLS

Manage all areas of an online store

Troubleshoot and resolve issues of the online store

Address customer complaints/ resolve customer shopping/checkout issue

PROFESSIONAL SUMMARY

Experienced E-commerce Specialist in Shopify support, quality assurance, and customer experience management. Skilled in managing online store operations, resolving technical issues, optimizing product listings, and supporting marketing campaigns. Adept at working with cross-functional teams to ensure smooth e-commerce operations, improve store functionality, and deliver exceptional customer satisfaction.

TOOLS

- Athena
- Zendesk
- Slack
- Googlesheet
- Text-expander
- Monosnap
- Workplace
- DeepL
- Outlook
- Asana
- Trello
- Zoho
- Google Workspace
- MS teams
- Excel
- Microsoft tools
- Monday.com
- Klaviyo
- Canva
- Replio

WORK EXPERIENCES

Shopify

E-commerce Specialist Freelance

- Managed over 100 online stores, 10 Shopify stores simultaneously for both small and large businesses per organization, ensuring smooth daily operations and timely order processing.
- Handled an average of 1,000+ SKUs per store and supported accounts with 800+ monthly orders.
- Updated and optimized product listings, images, and pricing across multiple stores.
- Resolved technical and content-related issues promptly to maintain website uptime and customer satisfaction.
- Collaborated with marketing teams to implement promotions and improve product visibility.
- Provided backend support including inventory monitoring, order tracking, and analytics reporting.
- Customer Support

Customer Support/ Email Support

- Provided professional and timely email support for e-commerce customers by responding to inquiries related to orders, shipping, returns, refunds, product information, and account concerns. Investigated customer issues, coordinated with internal teams to provide accurate resolutions, and ensured all communications were handled with empathy and professionalism. Managed support tickets through CRM and helpdesk platforms, maintained detailed customer records, and consistently met response time and customer satisfaction standards while delivering a seamless support experience.

Quality Analyst, Technical, and Marketing Support Services

- Providing quality assurance, technical troubleshooting, and marketing support services to work related to Replo, Shopify, and related tools (“Services”). Responsibilities include reviewing store functionality, assisting with landing page optimization, supporting marketing implementations, and ensuring overall service quality for e-commerce operations.