



Mary Ponce

E-COMMERCE / CUSTOMER
SUPPORT / VIRTUAL ASSISTANT

PROFILE

I'm a reliable and flexible person who learns quickly and adapts easily. I work well on my own or with a team, stay focused under pressure, and always meet deadlines. I enjoy using my skills to do a good job and help the team succeed.

SKILLS

- Strong knowledge of eCommerce operations: product listing, order fulfillment, tracking, and customer communication
- Customer service and order processing, and follow-ups.
- Zendesk, Gorgias, Freshdesk and Reamaze
- Slack, Beehive, RingCentral, ClickUp
- ShipStation, Shiphero
- Shopify, Magento, WooCommerce, Amazon
- Microsoft Word, Excel, Outlook
- Gmail, Google Docs, Sheets, Drive
- Trello, Asana, Monday.com, Time Doctor, Notion
- Fast learner, problem solver, can work under pressure

WORK EXPERIENCE

Citichic AU – E-commerce Specialist – Remote
December 2024 - February 2026

- Managed product listings and descriptions using Magento and Acenda
- Handled bulk product uploads and updates using Excel (VLOOKUP, Pivot Tables, etc.)
- Maintained accurate records and met multiple deadlines while ensuring product detail accuracy
- Organized and updated product information for online store backend systems

E-commerce - Customer Service Representative
Doug Fregolle Promotions – Remote
October 2022 - November 2024

- Responded promptly to customer inquiries via email and phone, providing accurate and clear information about products, orders, and promotions.
- Managed order processing, returns, exchanges, and refunds, ensuring compliance with company policies and coordinating with inventory and operations teams to resolve issues.
- Assisted with product listings, updates, and eCommerce platform management (Rubikx), maintaining accurate product information and visuals.
- Monitored and resolved customer complaints and disputes, ensuring customer satisfaction and maintaining a low dispute rate.
- Used Zendesk and internal tools to track tickets, organize tasks, and streamline daily workflows.
- Maintained a professional and empathetic approach in all interactions, ensuring a positive customer experience while meeting performance metrics.

EDUCATION

College Degree Field of Study
programming Computer science
Institute/ University Infotech
Institute of Arts and Sciences

CHARACTER REFERENCE

Sherry Mae Francisco - CityChic
Colleague 09452040534

Claire Pine-LTV plus colleague
639199030901

Evan Stanfield - CEO of James
Stanfield

evan@stanfield.com

E-commerce - Customer Support Representative / Admin Assistant

James Stanfield - Remote

March 2020 - September 2022

- Responded to client emails and inquiries with professionalism and accuracy
- Verified order details, stock, and pricing for educational products
- Managed meeting schedules and follow-ups using Calendly
- Processing payments and invoice.
- Assisted with product listings, images updates, and eCommerce platform management (Woocommerce),

E-commerce Customer Support Representative LTV Plus - Remote

November 2018 - January 2020

- Handled customer inquiries via Zendesk and Gorgias, providing accurate and timely support
- Maintained strong customer relationships by addressing concerns with patience and empathy
- Managed orders, tracking, and fulfillment using Shopify, Shiphero, ShipStation, Magento, and Amazon
- Supported backend admin tasks, documentation, and team coordination through Slack, Beehive, and ClickUp
- Ensured high-quality service through clear communication and detailed follow-ups
- Tools used: Zendesk, Gorgias, Freshdesk, Shopify, Shiphero, ShipStation, Google Workspace

Technical Support Representative

SPI Global - Philippines

May 2017 - October 2018

- Assisted customers with technical concerns, billing inquiries, and service optimization
- Handled order processing and maintained accurate documentation
- Supported internal team with data entry, research, and administrative tasks
- Maintained confidentiality and ensured smooth customer service operations