

Erielle Relampagos

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OBJECTIVE

To contribute my experience in **e-commerce operations and customer support** to deliver efficient service, accurate order management, and dependable administrative support while supporting smooth and organized business operations.

CORE COMPETENCIES

- E-commerce Operations
 - Shopify Management
 - Supplier Coordination
 - Order & Returns Management
 - SOP Creation
 - Data Entry
 - Administrative Support
 - Refund Processing
 - Customer Support
 - Help Desk Management
 - Email & Chat Support
 - Chargeback & Dispute Resolution
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TOOLS PROFICIENCY

- Shopify
 - Zendesk
 - Freshdesk
 - Gorgias
 - Gmail
 - Outlook
 - CommSlayer
 - Google Workspace
 - Google Sheets
 - Trello
 - CheckoutChamp
 - Slack
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EXPERIENCE

ECGA Global

Retention Customer Service Representative

December 2025 – February 2026

- Managed customer support across **100+ daily email and chat tickets**, handling cancellations, subscription saves, and customer concerns.
- Reduced potential cancellation by resolving complaints, adjusting orders, and offering personalized alternatives to retain customers.
- Improved customer satisfaction by providing timely **order tracking and issue resolution** during high-volume periods.
- Supported team efficiency by improving **customer service workflows and response processes** during peak hours.

BkSketch

E-commerce Operations & Customer Success VA

May 2024 – October 2025

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- Managed **financial disputes and chargebacks** via Shopify and PayPal, preparing documentation to support successful resolutions.
- Handled customer inquiries through Freshdesk and Outlook, maintaining timely responses across multiple channels.
- Coordinated with suppliers on **order fulfillment and delivery updates**, reducing shipping and fulfillment issues.
- Conducted **outbound customer verification** before fulfillment, helping prevent incorrect shipments and delivery errors.
- Maintained **customer and operational records in Google Sheets** while organizing daily workflows through Trello and Google Workspace.
- Supported operations across **3 online stores**, managing customer support, administrative tasks, and e-commerce workflows.

RvH

Shopify Operations & Customer Success Specialist

2023 – 2024

- Processed **refunds and returns in Shopify**, ensuring accurate order updates and timely resolutions.
- Tracked **customer orders and records in Shopify**, improving order accuracy and support efficiency.
- Updated **Shopify product listings**, maintaining accurate size charts and product information.
- Coordinated with **suppliers on fulfillment and returns**, supporting efficient order resolution from purchase to completion.

OyoSkincare

Customer Success Representative

2022 – 2023

- Handled **customer inquiries and after-sales support**, resolving concerns and maintaining positive customer experiences.
- Addressed customer concerns **professionally and efficiently**, strengthening customer trust and satisfaction.
- Provided **post-purchase support**, resolving issues and maintaining strong customer relationships.

EDUCATION

Our Lady of Fatima University

Bachelor of Science in Nursing

2022–2025