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DAVID TAYLOR

Tech-Savvy Customer Service Specialist Focused on E-commerce Support
Experienced in managing e-commerce customer service operations for high-traffic platforms.
Skilled in handling order inquiries, returns, and digital customer support.

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Minneapolis, MN 12345

KEY SKILLS

- E-commerce platforms (e.g., Shopify, Magento)
- Order and return processing
- Digital customer support channels
- Data analysis for customer trends
- Complaint resolution

PROFESSIONAL EXPERIENCE

E-commerce Customer Service Representative, ShopSmart Inc., City, ST

February 2019 to present

- Resolved 300+ customer inquiries weekly, maintaining a 95% satisfaction rate
- Managed order processing for a high-volume platform, ensuring 99% accuracy
- Reduced return processing time by 20% through streamlined workflows

Customer Support Specialist, OnlineMart Co., City, ST

April 2016 – February 2019

- Provided chat and email support for order inquiries, addressing over 1,000 tickets monthly
- Analyzed customer data to identify trends, contributing to a 15% improvement in service delivery
- Assisted in launching a self-service portal, reducing support requests by 25%

EDUCATION

Bachelor of Science in Business Administration

Tech University, City, ST | December 2015