



ANNAMARIE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support (Voice, Email, Chat)
- E-commerce Operations (Product Listing, Order Processing)
- Data Entry & Data Management (Excel, Google Sheets)
- CRM & Ticketing System Usage
- Research & Information Processing
- Order Tracking & Inventory Management
- Report Generation & Sales Tracking

TOOLS

- HubSpot
- Google Workspace
- Microsoft 365

Customer-focused Customer Service Specialist with 7+ years of experience across aviation, BPO, and eCommerce support environments, delivering high-quality service through phone, email, and chat channels. Proven track record of resolving customer inquiries efficiently, managing order processing and account updates, and maintaining high accuracy in data entry and reporting. Brings strong expertise in multichannel communication, problem-solving, and customer relationship management, helping organizations enhance customer satisfaction, streamline operations, and build long-term client loyalty.

WORK EXPERIENCE

FREELANCE E-COMMERCE ASSISTANT/DATA ENTRY SPECIALIST

Remote (Project-Based) | 2021 – Present

- Managed product listings across Shopee, Walmart, and Shopify, handled order processing and inventory tracking, performed data entry, generated reports, and responded to customer inquiries.

CUSTOMER SUPPORT ASSOCIATE

Tech Mahindra | February 2021 – Present

- Handled customer inquiries via phone, email, and chat, resolved issues, processed orders and returns, and maintained accurate documentation of interactions.

CUSTOMER SERVICE REPRESENTATIVE

dnata (Emirates Group) | July 2018 – June 2021 (3 Years)

- Assisted passengers with check-ins, boarding, and travel concerns while ensuring compliance with airline procedures and delivering high-quality customer service.

LEGAL INTERN

Public Attorney's Office (PAO) | Internship

- Drafted legal documents, conducted research, and assisted attorneys with case preparation and client interactions.

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