



KYLLE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- E-commerce Operations & Order Fulfillment
- Order Processing & Shipment Management
- Inventory Management & Tracking
- Supplier & Warehouse Coordination
- Logistics & 3PL Coordination
- Returns, Exchanges & Replacement Processing
- Customer Service & Case Resolution
- CRM & Customer Case Management
- Process Improvement & Workflow Optimization
- Operational Reporting & Performance Monitoring
- Social Media Management & Content Scheduling
- Team Support & Process Training

TOOLS

- Shopify
- Salesforce
- Zendesk
- Intercom
- ShipHero
- ClickUp
- Canva
- Google Workspace
- Microsoft Office
- Gemini
- Claude

Results-driven eCommerce Specialist with 7 years of experience in eCommerce operations, order fulfillment, inventory management, customer support, and logistics coordination within high-volume environments. Proven track record of managing end-to-end order processes, coordinating suppliers, warehouses, 3PL providers, and carriers, resolving fulfillment and inventory discrepancies, and implementing workflow improvements that increased productivity and reduced order backlogs. Brings strong expertise in Shopify, Salesforce, ShipHero, inventory management, order fulfillment, logistics coordination, and process optimization, helping organizations streamline eCommerce operations, improve delivery accuracy, and deliver exceptional customer experiences.

WORK EXPERIENCE

OPERATIONS SPECIALIST

UprootClean | March 2020 – June 2026 (6 Years, 4 Months)

- Managed end-to-end e-commerce order processing and fulfillment, coordinated with suppliers, warehouses, logistics partners, and 3PL providers, monitored inventory and shipments, resolved fulfillment discrepancies, handled returns and replacements, maintained operational records, analyzed performance reports, and improved workflows using Shopify, Salesforce, Zendesk, Intercom, and ShipHero.

SOCIAL MEDIA MANAGER (PART-TIME/CONTRACT)

Boxabl | January 2021 – July 2025 (4 Years, 7 Months)

- Managed social media content across Facebook, Instagram, X, and YouTube, coordinated content scheduling and publishing using Hootsuite and Buffer, handled customer engagement across multiple communication channels, monitored online feedback, supported customer inquiries, and collaborated with cross-functional teams to align social media, customer service, and operational initiatives.

BACK OFFICE ADVISOR/SUBJECT MATTER EXPERT (SME)

Sam's Club | January 2020 – January 2021 (1 Year, 1 Month)

- Managed customer cases involving orders, refunds, replacements, memberships, and account concerns, investigated order and fulfillment discrepancies, maintained accurate CRM documentation, provided process guidance and training as a Subject Matter Expert, and contributed to workflow and service-quality improvements.

COLLECTIONS SPECIALIST/TEAM LEADER

Credit One Bank | April 2018 – December 2019 (1 Year, 9 Months)

- Managed customer accounts, payment arrangements, collections, disputes, and escalated concerns while maintaining compliance with company standards. Supervised and coached collection specialists, monitored team performance, recommended repayment solutions, resolved complex cases, and supported process improvements to strengthen operational efficiency and service quality.

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