



WORK EXPERIENCE

E-COMMERCE SPECIALIST

IT Management - Safeway Philtech | 2025 (Current)

- Managed online grocery orders, refunds, and customer issues through ticketing systems and coordinated cross-team resolutions across digital platforms.

SUBJECT MATTER EXPERT

Teletech | 2019 - 2023 (4 years)

- Provided healthcare-related expertise to support operational accuracy, regulatory compliance, and training within healthcare service teams.

SALES COACH

The Results Companies | 2018 - 2019 (1 year)

- Trained and mentored sales representatives by analyzing performance, delivering feedback, and helping teams exceed sales targets.

APPOINTMENT SETTER

Infomedica Healthcare | 2023 - 2025 (2 Years)

- Scheduled and coordinated appointments, handled client communication, and supported healthcare staff with calendar management and service coordination.

SKILLS/AREAS OF EXPERTISE

- Customer Service (Phone, Email, Online Platforms)
- Inbound and Outbound Calls
- Sales
- Retention
- Appointment Setting
- Calendar Management
- Email Management
- Order Processing
- E-commerce Support
- Website Troubleshooting

TECHNOLOGY

- Microsoft 365
- Google Workspace
- Salesforce
- E-Commerce Platforms

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