



PATRICK

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

ETSY & PRINTIFY STORE OWNER/E-COMMERCE MANAGER

Self-Employed | 2024 - Present (1 Year)

- Designed and managed a print-on-demand e-commerce business, creating SEO-optimized Etsy listings, handling end-to-end store operations (product design, fulfillment, shipping, refunds), and optimizing pricing and profit margins through performance analysis

CLIENT ONBOARDING & SUPPORT SPECIALIST

GoMobile Solutions, Arizona, USA | 2020 - 2025 (5 Years)

- Guided clients through system onboarding and GoHighLevel setup via Zoom trainings, supported lead generation and profit strategies, handled technical configurations, managed executive scheduling and payments, and resolved client concerns through phone, email, and chat

TEAM LEADER (FABFITFUN ACCOUNT)

Awesome OS, Davao, Philippines | 2018 - 2020 (2 Years)

- Led and coached a 12-member customer service team, monitored KPIs and quality standards, handled escalations, delivered training, optimized staffing schedules, and improved team productivity and service accuracy

CUSTOMER SUCCESS SPECIALIST (FABFITFUN ACCOUNT)

Awesome OS, Davao, Philippines | 2017 - 2018 (1 Year)

- Provided chat and email support via Zendesk, processed orders, returns, and refunds, handled shipping and tracking concerns, and resolved customer issues to maintain high satisfaction levels

TECHNICAL SUPPORT REPRESENTATIVE (VODAFONE ACCOUNT)

Teleperformance, Davao, Philippines | 2015 - 2017 (2 Years)

- Delivered phone-based technical support for internet services, troubleshooted connectivity issues, explained billing and service features, dispatched technicians when needed, and documented cases in ticketing systems

SKILLS/AREAS OF EXPERTISE

- Customer Service & Customer Success
- Technical Support & Troubleshooting
- Client Onboarding & Client Support
- E-commerce Operations (4 Years Experience)
- Inventory Management & Order Fulfillment
- Refund & Replacement Processing
- Retention & Escalation Handling
- Sales Support & Lead Generation
- Cold Calling & Outreach
- Email & Calendar Management
- Team Leadership & Coaching
- Documentation & Reporting
- Zoom Demos & Training Sessions
- Print-on-Demand Store Management
- SEO-Optimized Product Listings (Etsy)

TECHNOLOGY

- GoDaddy
- Asurion
- Avaya
- Vicidial
- Cisco
- RingCentral
- Zendesk
- HubSpot
- GoHighLevel
- Asana
- Monday.com
- ClickUp
- Microsoft Office 365
- Google Workspace
- Zoom

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