032 OUTSOURCING



PATRICK

VIDEO INTERVIEW

EXPERTISE SKILLS

- Technical Support
- Customer Service
- Customer Retention
- Sales Support
- Email & Calendar Management
- E-Commerce Operations
- Inventory Management
- Refund Processing
- Team Leadership
- Customer Escalation Management
- Client Onboarding & Support
- Lead Generation
- Cold Calling
- Order Fulfillment
- Etsy SEO & Product Listing Optimization
- Print-on-Demand Product Design
- Profit Margin & Pricing Analysis
- Customer Relationship Management
- Billing & Payment Support
- Chargeback Handling
- Staff Training & Coaching
- Quality Assurance
- Technical Troubleshooting
- Phone, Chat & Email Support
- Documentation & Reporting
- Administrative Support
- Workflow Improvement
- Scheduling & Appointment Coordination

Results-driven Customer Service Professional with 5+ years of experience in customer support operations, team leadership, customer retention, dispute resolution, and workflow optimization for U.S.-based companies. Proven track record of supervising a team of 30 customer service representatives, handling 50+ customer inquiries daily, achieving an 80% customer retention rate, resolving complex escalations, and implementing SOPs to improve service quality and team productivity. Brings strong expertise in Zendesk, Sticky.io, CRM management, chargeback investigations, quality assurance, staff coaching, and customer relationship management, helping organizations improve customer satisfaction, strengthen retention, and maintain efficient support operations.

WORK EXPERIENCE

PHONE SUPPORT SPECIALIST

Blue Haven RX | January 2026 – July 2026 (7 Months)

- Handled inbound patient inquiries, provided guidance on available services, assisted with patient portal navigation, addressed billing and chargeback concerns, documented and routed medication dosage requests involving tirzepatide and semaglutide to appropriate clinical workflows, and assisted patients with doctor appointments and scheduling-related concerns.

ENTREPRENEUR / E-COMMERCE MANAGER

Etsy & Printify Small Store Owner | 2024 – Present

- Designed and launched print-on-demand products, including shirts and flags for international markets; created SEO-optimized Etsy product listings with descriptions, tags, and competitive pricing; implemented organic marketing strategies to improve visibility and conversions; managed supplier coordination, order fulfillment, shipping, refunds, and replacements; and monitored sales performance to optimize profit margins and customer engagement.

CLIENT ONBOARDING AND SUPPORT SPECIALIST

GoMobile Solutions | 2020 – 2025

- Guided clients through onboarding, system setup, and GoHighLevel navigation; conducted Zoom demonstrations and training sessions; provided lead generation, keyword, and profit margin recommendations; assisted with snapshot imports, pixel setup, subscriptions, and account troubleshooting; managed the CEO's calendar, email inbox, and client payments; and resolved customer concerns through phone, email, and chat support.

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TOOLS

- GoDaddy
- Asurion
- Avaya
- VICIdial
- Cisco
- Microsoft 365
- Google Workspace (G Suite)
- Zendesk
- RingCentral
- Asana
- Monday.com
- ClickUp
- HubSpot
- GoHighLevel
- Etsy
- Printify
- Zoom

WORK EXPERIENCE

TEAM LEADER (FABFITFUN)

Awesome OS | 2018 – 2020

- Supervised a team of 12 customer service representatives, monitored daily performance and quality standards, delegated workloads, conducted training and coaching sessions, handled escalated customer concerns, reviewed performance metrics, provided feedback to underperforming agents, and coordinated team schedules to maintain adequate staffing during peak hours.

CUSTOMER SUCCESS SPECIALIST (FABFITFUN)

Awesome OS | 2017 – 2018

- Provided customer support through chat and email using Zendesk, processed online orders, returns, and refunds, assisted with shipping updates and delivery concerns, and resolved customer inquiries by identifying needs and providing appropriate solutions to maintain customer satisfaction.

TECHNICAL SUPPORT REPRESENTATIVE (VODAFONE)

Teleperformance | 2015 – 2017

- Provided phone-based technical support for internet services and account inquiries, troubleshot connectivity issues, guided customers through technical resolutions, arranged technician dispatches when necessary, explained billing details, recommended suitable service features, and documented issues and resolutions in ticketing systems and knowledge bases.

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