

KYLLE

VIDEO INTERVIEW

Results-driven eCommerce Specialist with 7+ years of experience in eCommerce operations, order fulfillment, inventory management, customer service, and logistics coordination within high-volume business environments. Proven track record of managing end-to-end order processing, coordinating suppliers, warehouses, and third-party logistics providers, resolving fulfillment discrepancies, and implementing workflow improvements that increased productivity, reduced order backlogs, and enhanced customer satisfaction. Brings strong expertise in Shopify, Salesforce, ShipHero, Zendesk, Intercom, ClickUp, inventory tracking, CRM management, and process optimization, helping organizations streamline eCommerce operations, improve order accuracy, and deliver efficient, reliable customer experiences.

EXPERTISE SKILLS

- E-commerce Operations
- Order Fulfillment Management
- Order Processing
- Order Management
- Inventory Management & Tracking
- Inventory Monitoring
- Inventory Discrepancy Resolution
- Shipment Management
- Shipment Tracking
- Logistics Coordination
- Third-Party Logistics (3PL) Coordination
- Supplier Coordination
- Warehouse Coordination
- Carrier Communication
- Fulfillment Issue Resolution
- Order Discrepancy Investigation
- Returns Processing
- Exchange & Replacement Processing
- Customer Service
- E-commerce Customer Support
- Customer Inquiry Management
- Customer Complaint Resolution
- Customer Case Management
- CRM Management
- Customer Account Support
- Shopify Operations
- ShipHero Fulfillment Management
- Zendesk Customer Support
- Intercom Customer Communication
- Operational Reporting
- Performance Monitoring
- Workflow Optimization
- Process Improvement
- Order Backlog Reduction
- Data Entry & Documentation
- Operational Recordkeeping
- Cross-Functional Collaboration
- Social Media Management
- Social Media Content Scheduling
- Social Media Publishing

WORK EXPERIENCE

OPERATIONS SPECIALIST

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

- Managed end-to-end e-commerce operations, including order processing, fulfillment, inventory tracking, and shipment coordination. Collaborated with suppliers, warehouses, logistics partners, and third-party logistics (3PL) providers to ensure accurate and timely order deliveries. Investigated and resolved fulfillment discrepancies, processed returns and product replacements, maintained operational records, analyzed performance reports, and implemented workflow improvements using Shopify, Salesforce, Zendesk, Intercom, and ShipHero to streamline operations and improve service efficiency.

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, and monitored audience engagement and online feedback. Responded to customer inquiries across multiple communication channels, supported customer service activities, and collaborated with cross-functional teams to align social media management, customer engagement, and operational initiatives.

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EXPERTISE SKILLS

- Community Engagement
- Social Media Customer Support
- Online Feedback Monitoring
- Back-Office Support
- Refund Processing Support
- Membership & Account Support
- Customer Dispute Resolution
- Staff Training & Coaching
- Team Leadership
- Quality Assurance Support
- Customer Escalation Management

TOOLS

- Shopify
- ShipHero
- Salesforce
- Zendesk
- Intercom
- ClickUp
- Google Workspace
- Microsoft Office
- Google Gemini
- Claude AI
- Canva
- Hootsuite
- Buffer
- Facebook
- Instagram
- X (Twitter)
- YouTube

WORK EXPERIENCE

BACK OFFICE ADVISOR / SUBJECT MATTER EXPERT (SME)

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

- Managed customer service cases involving orders, refunds, replacements, memberships, and account-related concerns. Investigated order processing and fulfillment discrepancies, maintained accurate customer records and case documentation in CRM systems, provided process guidance and employee training as a Subject Matter Expert, and contributed to workflow improvements and service quality initiatives to support efficient back-office operations.

COLLECTIONS SPECIALIST / TEAM LEADER

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

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

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