



WORK EXPERIENCE

TEAM LEAD/SUPERVISOR - SHOPIFY SUPPORT

IntouchCX | 2023 - 2024 (1 Year)

- Supervised support advisors, ensuring performance, mentoring, and technical escalation management for Shopify clients.

SENIOR SUPPORT ADVISOR - TECHNICAL TEAM

IntouchCX | 2023 (Less than 1 Year)

- Resolved complex Shopify technical queries and contributed to platform improvement by identifying recurring issues.

SUPPORT ADVISOR - SHOPIFY

IntouchCX | 2021 - 2023 (2 Years)

- Provided full-cycle support to Shopify merchants, including store setup, troubleshooting, and platform configuration.

SELLER SUPPORT ADVISOR - EBAY

ePerformax | 2018 - 2021 (3 Years)

- Assisted eBay users with purchases, returns, and account management while delivering high-quality customer support.

SKILLS/AREAS OF EXPERTISE

- E-commerce Management
- Catalog Management
- Listing Optimization
- Product Uploads
- Amazon Product Introduction
- Amazon Catalog Troubleshooting
- Account Monitoring
- Case Management
- Communication with Amazon Seller Support (Email, Chat, Call)
- Content Compliance Management
- Coupon Management
- Inventory Monitoring
- Collaboration with Creative Teams
- SEO
- PPC
- Social Media Management
- Digital Marketing
- Google Ads
- Facebook Ads

TECHNOLOGY

- Microsoft 365
- G Suite
- Shopify
- Data Dive
- Monday CRM
- ClickUp
- Asana
- Slack
- Zoom
- Helium 10
- Jungle Scout

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