

Jhon Dave V. Mariano

eCommerce Customer Support Specialist | Shopify Support | Back Office Operations

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SUMMARY

Detail-oriented eCommerce Customer Support Specialist with nearly 3 years of experience handling email, chat, and phone support. Skilled in Shopify order management, Freshdesk ticketing, order fulfillment, refunds, returns, exchanges, shipping inquiries, chargebacks, and back-office operations. Proficient with Shopify, Freshdesk, ClickCRM, Jetpack Fulfillment, CheckoutChamp, Cartpanda, and Google Workspace, with a strong focus on delivering excellent customer experiences and efficient issue resolution.

Core Skills

Customer Support

- Email Support
- Chat Support
- Phone Support
- Ticket Management
- Customer Retention
- Customer Satisfaction (CSAT)

eCommerce

- Shopify
- Order Fulfillment
- Refunds
- Returns
- Exchanges
- Shipping
- Chargebacks

CRM & Helpdesk

- Freshdesk
- ClickCRM
- Shopify Inbox
- Richpanel (Familiar)
- Gorgias (Familiar)
- Reamaze (Familiar)

Tools & Productivity

- Google Workspace
- Google Sheets
- Google Docs
- Slack
- Notion
- ChatGPT
- Microsoft Excel
- Outlook

EXPERIENCE

Customer Support | HelpGrid Full-time

June 2025 – Present

- Managed customer tickets in Freshdesk, delivering email, chat, and phone support for a high-volume eCommerce business.
- Processed Shopify orders, refunds, returns, exchanges, shipping inquiries, and coordinated with Jetpack Fulfillment.
- Supported back-office operations through order reconciliation, chargeback/dispute handling, CRM management, and fulfillment tracking.

Lead Generation / Email Outreach | FullcirclePlacement- Part- time

Dec 2024 – Sept 2025

- Managed lead generation and outreach for Accounting, Engineering, and Paralegal niches.
- Tools: Apollo, LinkedIn, Sales Navigator, GoDaddy, Indeed.

Email Outreach Specialist | SmartMoneyCircle Part- time

Apr 2025 – Jul 2025

- Built and automated outreach campaigns using Manyreach, Instantly, Mailreef, and Hostinger.
- Created domains and optimized automation workflows.

Customer Service Representative | TDCX Full -time

Jul 2024 – Mar 2025

- Provided live chat support, managing multiple customer conversations efficiently.
- Delivered accurate resolutions and maintained excellent service quality.

Customer Service Representative | FIS Global Full-Time

Jun 2022 – Feb 2024

- Assisted customers with online banking inquiries and resolved technical issues.
- Maintained service quality while handling high call volumes.

EDUCATION

Bachelor of Science Marine Transportation - 2nd Year Undergraduate
University of Perpetual Help System Dalta

2023-2024

TRAINING

Lead Generation & Appointment Setting - Go Virtual Agency (5-Day Training)