



MARY ROSE CABALLERO

E-Commerce Customer Support Specialist | Shopify & Re:amaze | Email & Chat Support | Order Management



EDUCATION

IMUS COMPUTER COLLEGE

INFORMATION
TECHNOLOGY MAJOR IN
BUSINESS MANAGEMENT



Skills

- Order Management
- Refunds
- Returns
- Exchanges
- Email Support
- Live Chat
- Customer Experience (CX)
- Data Entry
- SOP Documentation
- Project management
- social media management
- Transaction Coordination

WANNA KNOW MORE ABOUT ME AND HOW I AM GOING TO BE AN ASSET TO YOUR BUSINESS? WHAT ARE YOU WAITING FOR? SET UP A SCHEDULE FOR INTERVIEW NOW. YOU CAN EASILY GET IN TOUCH WITH ME

THROUGH THE FOLLOWING:

email: primrhose01@gmail.com

skype: live:primrhose01

whatsapp: +639980985588



EXPERIENCES

E-Commerce Support from JUNE 2025-June 2026

An E-commerce Business in Shopify hired me to worked as their support. I answer inquiries about their products and resolved their concerns about the shipping, delivery and etc.

TC and SMM from FEB 2021-MAY 2025

I worked with an eXp Realty Agent as her transaction coordinator. I manage contract-to-close processes, schedule inspections, and communicate with title companies and all the parties involved. Making sure that contracts are properly organized to be able to close on time. I am also their social media manager. I create and design the daily content to post on their Soc Med Account.

COLD CALLER from DEC 2020-JAN 2021

I worked with JCI Group as their cold caller. I was given a list of qualified property owners to call and see if they have a house or property that they might be interested in selling. I have a list of questions to asks and when all of them were answered I will forward the Lead to the Negotiation Manager to close the deal.



Software

- SHOPIFY
- RE:AMAZE
- GOOGLE WORKSPACE
- TRELLO
- ASANA
- SLACK
- CHATGPT
- MLS
- PROPERTY CRM
- LEAD CRM
- TASKMANAGEMENT CRM
- GOOGLE WORKSPACE
- MICROSOFT OFFICE