

ERICA JOY G. ARCILLA

LOGISTICS SUPPORT

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PROFESSIONAL SUMMARY

Logistics and customer support professional with experience monitoring shipments, managing order updates, following up on delivery issues, and supporting customers across Amazon and Shopify. Familiar with shipment tracking through FedEx, USPS, and Amazon Courier, along with returns, refunds, replacements, and CRM ticketing. Familiar with DAT load posting, carrier sourcing, rate negotiation, and the basic workflow of coordinating loads with transportation providers. Brings clear communication, strong follow-through, and problem-solving skills relevant to load coordination, shipment tracking, and communication with carriers and transportation partners.

CORE SKILLS

Shipment Tracking & Load Status Monitoring | Logistics and Order Coordination | Delivery Follow-up & Delay Resolution | Customer and Stakeholder Communication | Order Management: Amazon & Shopify | Carrier/Delivery Service Tracking: FedEx, USPS, Amazon Courier | Issue Resolution & Escalation | CRM & Ticketing Systems | Pre-Sales and After-Sales Support | Returns, Refunds & Replacements | Product Troubleshooting | Organization, Multitasking & Problem Solving

PROFESSIONAL EXPERIENCE

Customer Service Representative and Technical Support

Joysport Inc Philippines

- Tracked shipment progress and monitored order status for Amazon and Shopify orders using FedEx, USPS, and Amazon Courier tracking information.
- Shared timely order and delivery updates with customers and followed up on shipment delays and delivery-related concerns.
- Supported order coordination from pre-sales inquiries through post-purchase assistance, helping keep customers informed throughout the process.
- Handled delivery and order issues by coordinating appropriate next steps and providing clear updates until concerns were addressed.
- Processed or coordinated returns, refunds, and replacements in line with store policies.
- Recorded and managed customer interactions through CRM and ticketing systems to support organized follow-up and issue resolution.
- Provided clear product troubleshooting guidance and maintained professional communication while supporting customer satisfaction and retention.

EDUCATION

Bachelor of Science in Business Management, Major in Marketing Management

Cavite State University, Bacoar Campus

2020-2024

Accounting and Business Management

Philippine Merchant Marine School

2018-2020

Senior High School

Las Piñas National High School

2014-2018

Elementary Education

Talon 3 Elementary School

2008-2014