

Noman Sher

Customer Support & Virtual Assistant Specialist
CEO – e-Work Outsource

Professional Summary

Experienced Customer Support and Virtual Assistant Specialist with over 4 years of hands-on experience supporting global businesses. Skilled in email and live chat support, phone support, Shopify store management, order processing, dispute resolution, and law firm administrative support.

Proven ability to improve customer satisfaction, manage daily operations, and provide professional communication across multiple platforms. Experienced in working with e-commerce stores, law firms, and service-based businesses.

Core Skills

Email Support & Ticket Handling
Live Chat Customer Support
Phone Support & Call Handling
Virtual Assistant & Administrative Support
Shopify Store Management
Order Processing & Fulfillment
Customer Complaint Resolution
Dispute Handling (Stripe, PayPal, Klarna)
Appointment Scheduling
Law Firm Support & Case Coordination
CRM & Helpdesk Management

Tools & Platforms

Shopify, Gorgias, Zendesk, Freshdesk, Tidio, Crisp, GoHighLevel, RingCentral, OpenPhone, Google Workspace, Microsoft Office, Clio, MerusCase, LEAP

Professional Experience

CEO & Customer Support Manager – e-Work Outsource (2022 – Present)

Managing customer support operations for multiple international clients
Providing email, live chat, and phone support services
Handling order processing, tracking, refunds, and customer inquiries
Supporting Shopify stores with daily operations and dispute handling
Managing virtual assistant tasks including scheduling, admin work, and CRM updates
Providing law firm support including client communication, appointment scheduling, and document follow-ups

Customer Support Specialist (Freelance) (2021 – 2022)

Provided customer support services to e-commerce and service-based clients
Managed email and live chat communication
Assisted with order management and customer issue resolution
Maintained high customer satisfaction through professional communication

Key Strengths

Strong communication and problem-solving skills
Fast response time and attention to detail
Ability to handle high-volume customer interactions

Professional and brand-focused communication
Reliable and committed to long-term work

Availability

Available for full-time and part-time roles across different time zones including US, UK, and Europe.