

# Jessebel Tablingon

jessebel404@gmail.com | +639974567430 | Davao City, Philippines

www.linkedin.com/in/jessebeltablingon09

## PROFESSIONAL SUMMARY

---

*Customer Support Specialist with over 5 years of experience delivering high-quality support across phone, email, chat, and social media. Specialized in eCommerce customer service, including Shopify support, order management, and customer issue resolution. Proficient in CRM systems, Zendesk, Google Workspace, and Microsoft Office, with a strong ability to handle high-volume inquiries while maintaining excellent customer satisfaction. Known for being detail-oriented, reliable, and committed to providing efficient, empathetic, and solution-focused support.*

## KEY SKILLS

- Customer Support
- Email & Chat Support
- Shopify Management
- Gorgias Ticketing System
- Order Processing & Fulfillment
- Refunds & Returns Handling
- CRM Tools (e.g., Zendesk)
- Data Entry & Documentation
- Google Workspace & Microsoft Office
- Time Management & Multitasking
- Attention to Detail & Problem-Solving
- Customer Satisfaction Focus

## PROFESSIONAL EXPERIENCE

---

### ***E-commerce Customer Support Specialist***

***Techstyle Fashion Group / NutriMuscle*** | September 2022 - January 2026

- Managed high-volume customer inquiries via email, chat, and phone, resolving 200+ daily tickets through Gorgias and Shopify, achieving a 95% customer satisfaction rate.
- Processed orders, returns, and refunds efficiently, reducing average resolution time from 48 hours to 12 hours, improving customer retention.
- Created and updated Standard Operating Procedures (SOPs) for recurring customer service processes, decreasing onboarding time for new team members by 60%.
- Monitored Shopify store operations, tracking order fulfillment, stock issues, and shipment delays, contributing to a 15% reduction in fulfillment errors.
- Provided proactive support to customers, identifying issues before escalating and maintaining Inbox Zero on Gorgias for 3 accounts, and handling 150+ emails daily.
- Collaborated with cross-functional teams to troubleshoot product and account issues, ensuring timely resolution and positive customer feedback.

### ***Customer Service Representative***

***VXI Global Solutions, LCC / Awesome CX by Transcom*** | April 2018 - July 2022

- Resolved 50+ customer inquiries daily via phone, email, and chat, achieving a 95% customer satisfaction rating.
- Maintained and updated a client database of 1,000+ contacts in Salesforce, ensuring 99% data accuracy through weekly audits.
- Created and implemented customer feedback reports, contributing to a 20% reduction in repeat complaints over 12 months.
- Trained 5 new team members on customer service protocols and CRM usage, improving team efficiency by 15%.

### **Shopee & TikTok Affiliate / Content Creator**

**Freelance** | March 2022 - January 2023

- Created product videos and posts for Shopee and TikTok, helping promote products to online audiences.
- Shared affiliate links and tracked performance, earning commissions from sales.
- Worked with small brands to produce content and engage with followers.

### **TECH PROFICIENCY**

---

**Productivity & Admin:** Google Workspace, Microsoft 365, Notion

**Communication:** Slack, MS teams, Calendly, Zoom, Google Meet, Loom

**CRM & Marketing:** HubSpot, Go High-level, Zendesk, Shopify, Gorgias

**AI & Automation:** ChatGPT, Google Gemini, Claude AI, Grammarly

**Design & Content:** CapCut, Canva, Grok

**Project Management:** Asana, Trello

### **EDUCATION**

---

#### ***Undergraduate Studies in Business Administration***

**University of Mindanao** | Davao City, Philippines

### **CERTIFICATIONS & TRAINING**

---

- *Gorgias Certified Admin - Gorgias Academy - 2026*
- *Gorgias Certified Agent - Gorgias Academy - 2026*
- *TechStyle Academy Graduate - TechStyle Fashion Group - 2019*

### **LANGUAGES**

---

**English:** Fluent

**Filipino:** Native