



# DAVID PARKER

## E-Commerce Customer Service Representative

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### E-Commerce Support Specialist With Strong Digital Customer Service Experience

Customer service professional with four years of experience assisting online shoppers, processing returns, and improving customer retention. Adept at handling live chat, email support, and order management systems.

### Professional Experience

- **E-Commerce Customer Support Representative** *XYZ Online Retailers* | City, ST | June 2021 - Present
  - Handled 100+ customer inquiries daily via chat and email, maintaining a 98% satisfaction rating
  - Reduced refund requests by 20% by improving order tracking communication
  - Assisted in implementing an FAQ system that decreased repetitive inquiries by 30%
- **Customer Service Associate** *ABC Fashion Retail* | City, ST | April 2019 - June 2021
  - Processed online returns and exchanges, ensuring accurate refund transactions
  - Educated customers on payment security, reducing chargeback disputes by 15%
  - Provided technical assistance for website navigation and checkout issues

### Key Skills

- ● ● ● ● Order tracking and returns management
- ● ● ● ○ Live chat and email customer support
- ● ● ○ ○ CRM and e-commerce platforms (Shopify, Magento)
- ● ○ ○ ○ Payment processing and fraud prevention
- ○ ○ ○ ○ Inventory coordination

### Education

- **Bachelor of Science in Business Administration** University of California, Los Angeles | May 2019