

Contact

ronaamatorio15@gmail.com

www.linkedin.com/in/mae-amatorio-a076191a3 (LinkedIn)

Top Skills

Social Media Marketing

Social Media

Customer Satisfaction

Mae Amatorio

Customer Support Specialist @ TalentPop | Expert in Customer Support, Email Management
Calabarzon, Philippines

Summary

With a Bachelor's degree in Business Administration and Management from Colegio de Los Baños, I have a solid foundation in the principles and practices of business operations, management, and marketing. I have applied my knowledge and skills to various projects and assignments during my academic years, earning multiple honors and awards for my performance and achievements.

For the past 5 years, I have been working as a Shopify/Amazon VA, providing customer service, order fulfillment, inventory management, and product research for several online stores. I have also been working as a Customer Support Specialist at TalentPop since March 2023, where I handle inbound and outbound calls, emails, and chats from customers, resolving their issues and inquiries, and ensuring their satisfaction. I have received positive feedback and recognition from both my clients and my supervisors for my professionalism, efficiency, and quality of work. I have also contributed to increasing the customer retention rate, the average order value, and the net promoter score for the companies I work with.

I am passionate about problem-solving and understanding the needs of customers. I have excellent interpersonal and communication skills, and I can work independently and as part of a team. I am a fast learner, and I am eager to take on new challenges and opportunities to grow and develop my skills and career. I am confident that I can bring value and results to any organization that requires customer service excellence and e-commerce expertise.

Experience

TalentPop

Customer Support Specialist

March 2023 - Present (2 years 5 months)

DN Lifestyle

Customer Service Manager

February 2022 - Present (3 years 6 months)

United Kingdom

Shopify

Shopify/Amazon VA

June 2020 - Present (5 years 2 months)

Philippines

Digidesk

Virtual Assistant

December 2019 - Present (5 years 8 months)

Grill Rescue

Customer Support Specialist

June 2020 - September 2021 (1 year 4 months)

United States

Towlives Matter

Customer Service Representative

April 2020 - July 2020 (4 months)

Laguna, Calabarzon, Philippines

Zendesk

Customer Service Representative

December 2019 - April 2020 (5 months)

Laguna, Calabarzon, Philippines

Education

Colegio de Los Baños

Bachelor's degree, Business Administration and Management,

General · (2016 - 2021)