



SHIELA MAE CONGSON

Customer Service Expert



CONTACT ME



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EDUCATION



St. Theresa's College of Cebu

Bachelor of Arts,
Major in Mass Communication
2001 - 2005

SKILLS



- Customer Service Management
- Customer Service & Support
- Customer Support Training & Development
- Leadership and Team Management
- KPI Monitoring & Workflow Enhancement
- Operational & Performance Optimization
- Dispute Resolution & Chargeback Handling
- Problem-Solving and Analytical Skills
- Communication & Interpersonal Skills
- Recruiting, Hiring, and Onboarding Skills

ABOUT ME

With over 15 years of invaluable experience, I have built a career delivering top-notch customer service, particularly in e-commerce. My extensive knowledge and experience with various e-commerce and dropshipping platforms, including Amazon, eBay, Walmart, and Shopify, enable me to excel in diverse customer support roles while further honing my leadership and managerial skills. As a customer service and support manager, I instill a customer-focused culture, develop a skilled team, and implement innovative approaches to elevate the customer experience. Leveraging excellent communication, problem-solving, and conflict-resolution abilities, I strive to build favorable client interactions that seek to understand their needs and provide tailored solutions. My ultimate goal is to create a collaborative environment that fosters outstanding service and positive client relationships, driving business retention and success. I am confident in my ability to thrive and succeed, and I'm eager to play an important role in creating memorable customer experiences.

WORK EXPERIENCE

Customer Service Manager | NAKED NUTRITION

Jul 2024 - Jan 2025

The role involves supervising a team of customer service and fraud prevention representatives for a wellness protein brand with stores on Shopify, Amazon, and Walmart. In addition to managing the daily workflow of the customer service department, the position also entails handling customer escalations, processing returns and replacements, issuing refunds, reviewing flagged fraudulent orders, and addressing chargeback cases. The role requires cross-functional collaboration with other departments, particularly marketing, to support promotional product orders. It also includes weekly reporting on team metrics and progress to management, and the hiring, onboarding, and timely training of customer service team members.

Customer Love Manager | TEABLOOM LLC

Feb 2018 - Oct 2024

The role involves delivering exceptional customer service through Amazon's messaging service and our website's chat platform. Using tools like Amazon Seller Central, support is provided to address buyer inquiries, process returns, and replacements, and handle refunds promptly. The position also includes monitoring seller feedback and product reviews, managing Amazon cases and disputes, and ensuring timely resolutions to maintain a positive reputation and enhance customer satisfaction by fostering trust and loyalty to the brand.

Support Manager | SHOPPING.IO

Jan 2021 - Feb 2024

As the support manager from the onset, I helped build the customer service framework for a company integrating cryptocurrency with e-commerce. This includes establishing policies, SOPs, and performance tracking while overseeing a 24/7 support team, managing escalations, and streamlining workflows. Also provided SaaS customer support for our payment service, ensuring a seamless experience for B2B clients. Fostered cross-functional collaboration, liaised with suppliers, and led hiring, onboarding, and training to enhance operational efficiency and customer experience.

Customer Support & Dispute Specialist | JEFPRODUCTS

Jan 2023 - Jan 2024

The role involves promptly responding to customer emails, providing product information, handling complaints, managing returns, and processing refunds in Shopify. It includes collaborating with suppliers and logistics partners to ensure accurate order fulfillment and timely shipment. The role also includes monitoring product reviews, resolving Klarna disputes and chargeback claims, and overseeing the dispute resolution process. It also entails maintaining accurate customer records and identifying opportunities for service improvements to enhance customer satisfaction.

Customer Service Manager | SUNRISE RETAIL LLC

Aug 2015 - Dec 2020

The role entails expertly managing multiple eBay stores by handling customer inquiries, collaborating with the fulfillment team to track shipments, processing returns, managing refunds, and resolving PayPal disputes promptly. It includes maintaining positive feedback and enforcing productivity, quality, and customer service standards across all stores. The role also involves overseeing a team of customer service agents, managing recruitment, training, and coaching to foster a skilled team. It also includes contributing to strategic planning, refining customer service procedures, and enforcing company policies to ensure ongoing operational excellence.

Team Manager | GOLDEN TIMEPIECES

Jun 2018 - Dec 2019

The role involves managing Shopify's customer service and order fulfillment teams. Responsibilities include supervising daily operations, resolving buyer complaints and escalations, improving customer satisfaction, and meeting team goals. It entails delegating tasks, conducting training and coaching sessions, and holding regular meetings to ensure team goal alignment and productivity. The role includes recruiting, hiring, and onboarding new team members for seamless integration. It also requires generating performance reports for client review to showcase the team's output and identify areas for improvement.