ELLA MAE GLUA

Antipolo City, Philippines
https://www.linkedin.com/in/ella-mae-glua-1149002ab

PROFESSIONAL SUMMARY

I have **5+ years of experience in customer support**, specializing in **email and chat support** and delivering fast, professional responses. I've handled high volumes of inquiries, resolved order issues, processed refunds via Shopify, and consistently met **KPIs** while maintaining strong customer satisfaction. My experience also includes **data entry, administrative support, and CRM management**, helping teams stay organized and efficient. I bring reliability, attention to detail, and a proactive approach to ensure smooth operations and a positive customer experience.

KEY SKILLS

Customer Support | Email Support | Chat Support | Shopify | Zendesk | Microsoft tools | Data Entry | Order Processing | Slack | Communication Skills | Google Workspace | Attention to Detail

PROFESSIONAL EXPERIENCE

Customer Service Representative

SHEIN SERVICE PHILIPPINES INCORPORATED

- **Managed** 200–300 daily customer inquiries via email and chat, maintaining consistent response times and high customer satisfaction ratings.
- **Resolved** order issues, refunds, and tracking concerns efficiently, contributing to improved customer experience and reduced repeat inquiries.
- **Delivered** accurate product information and order updates, helping minimize customer confusion and increasing first-contact resolution rates.
- **Maintained** strong KPI performance by handling high-volume support tickets while ensuring quality, accuracy, and timely responses.

Admin Support & Data Researcher

Marjorie Garce | *September 2024 - January 2025*

- **Conducted** research across multiple U.S. school websites, compiling and organizing data that supported accurate and up-to-date website content for **100+ entries**.
- **Maintained** and updated large data sheets, ensuring **98–99% data accuracy** through regular verification and cross-checking processes.
- **Organized** and managed structured databases, improving data accessibility and reducing errors, which helped streamline website updates by **20%**.
- **Verified** and updated information consistently, ensuring timely data updates and contributing to reliable and accurate website information.

Customer Support & Bookkeeper

NiceToMeet & Mingle | *January 2026 - March 2026*

- **Managed** daily customer email inquiries and booking requests, ensuring timely responses and maintaining a high level of customer satisfaction.

- **Coordinated** weekly restaurant reservations via OpenTable and responded to customer reviews on Trustpilot, helping maintain a positive brand reputation and consistent customer engagement.

Customer Support
WideStep | March 2025 - Present

- **Managed** customer inquiries, resolved order issues, processed Shopify refunds, and assisted with tracking to ensure a smooth and positive customer experience.

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft Tools
Communication: Slack, Zoom, Google Meet & Loom
AI & Automation: ChatGPT, Grammarly, N8N (basic)
Design & Content: Canva, Wix (basic), Figma (basic)
Project Management: ClickUp (basic)
Customer Support Platforms: Zendesk, Re:Amaze
E-commerce Platform: Shopify

EDUCATION

BACHELOR OF SCIENCE COMPUTER SCIENCE
ACCESS Computer College | Quezon City, Philippines | S.Y 2016-2018

REMOTE WORK READINESS

Internet: Primary: Fiber connection (100+ Mbps) | Backup: Mobile hotspot (5G/LTE)
Power Backup: Reliable power supply | Mobile hotspot for continuity
Equipment: Desktop (Windows) & Notepad | Noise-cancelling headset | HD webcam
Workspace: Dedicated home office | Quiet environment | Professional background for calls
Availability: Full-time | Flexible with US (EST/PST), UK (GMT), and AU (AEST) time zones

LANGUAGES

English: Fluent / Proficient
Filipino: Native / Fluent