MELCHA MARIE PEREZ

CUSTOMER SERVICE REPRESENTATIVE

Tagbilaran City, Bohol Philippines

ABOUT ME

Results-driven Omni-channel Customer Service Specialist. Over 5 years of remote experience. Delivering high-quality, empathetic support. Proficient in phone, live chat, and email channels. Highly proficient communicator in English. Strong customer service orientation. Skilled at leveraging modern CRM systems. Manages multi-channel ticketing workflows seamlessly. Troubleshoots inquiries and de-escalates complex issues. Maintained a consistent 95% customer satisfaction score. Drives long-term brand loyalty.

EDUCATION

Bohol Island State University **JUNE 2014 - MARCH 2018**

- Bachelor of Education Major in English

SERVICES OFFERED

- Inbound and Outbound Support
- Appointment Scheduling
- Phone, chat and email support
- Patient Intake and Inquiries
- Reminders and Confirmation
- Record organization and File management

WORK EXPERIENCE

CSR (Amazon Account — Retail Department) **APRIL 2021 -AUGUST 2026**

- Managed omni-channel customer support via phone, email, and chat, providing empathetic, high-satisfaction resolution for complex account, shipping, and replacement issues.
- Overseas end-to-end retail order operations using Amazon fulfillment and ACES platforms to accurately process, track, and resolve consumer orders and store returns.
- Collaborated with logistics and internal teams to optimize fulfillment workflows, manage multiple high-priority ticket queues, and ensure a seamless buyer experience.

SKILLS

Communication Skills
Ownership mindset
Empathy and Emotional Intelligence
Discretion and Confidentiality
Attention to detail
Multitasking
Active Listening and Clear Articulation
Data Entry
Tech-Savvy

TECHNICAL & ADMINISTRATIVE SKILLS

- **Platforms: AC3 Tool Platform, CRM systems, Multi-channel ticketing tools.**
- **Call Management: Inbound phone routing and voice call handling.**
- **Digital Support: Live chat queues and email inbox management.**
- **Data Organization: Excel and Google Sheets power user.**
- **Office Support: High-volume email handling and scheduling.**
- **Accuracy: Order entry tracking and precise report management.**