



# David Taylor

## E-commerce Customer Service Representative

**Tech-Savvy Customer Service Specialist Focused on E-commerce Support**  
Experienced in managing e-commerce customer service operations for high-traffic platforms. Skilled in handling order inquiries, returns, and digital customer support.

### CONTACT

 (123) 456-7890

 email@example.com

 City, ST

### EDUCATION

Bachelor of Science in Business  
Administration  
Tech University, City, ST

### KEY SKILLS

- E-commerce platforms (e.g., Shopify, Magento)
- Order and return processing
- Digital customer support channels
- Data analysis for customer trends
- Complaint resolution

### PROFESSIONAL EXPERIENCE

**E-commerce Customer Service Representative | February 2019 - Present**  
ShopSmart Inc., City, ST

- Resolved 300+ customer inquiries weekly, maintaining a 95% satisfaction rate
- Managed order processing for a high-volume platform, ensuring 99% accuracy
- Reduced return processing time by 20% through streamlined workflows

**Customer Support Specialist | April 2016 - February 2019**  
OnlineMart Co., City, ST

- Provided chat and email support for order inquiries, addressing over 1,000 tickets monthly
- Analyzed customer data to identify trends, contributing to a 15% improvement in service delivery
- Assisted in launching a self-service portal, reducing support requests by 25%