

## Customer Support Assistance for E-commerce Business

Client: Lucas Mba

### Objective

To provide professional customer support by handling inquiries, resolving complaints, and ensuring high customer satisfaction for Lucas's online store.

### Scope of Work Customer Inquiry Handling

- Responded to product inquiries via email & live chat
- Provided detailed product information
- Assisted with order tracking Complaint Resolution
- Addressed shipping delays & refund requests
- Coordinated with suppliers to resolve issues
- Maintained a polite and professional tone Customer Relationship
- Created FAQ document for common questions
- Built customer loyalty through follow-up emails

### Tools & Platforms Used

- Gmail – customer communication
- WhatsApp Business – direct customer support
- Google Docs – FAQ documentation

### Workflow

1. Customer submits inquiry via email, chat, or WhatsApp
2. VA responds within 2 hours
3. Escalates unresolved cases to supplier
4. Sends follow-up confirmation to customer

### Results & Impact

- Responded to 150+ customer inquiries per week
- Reduced average response time from 24h to under 3h
- Improved customer satisfaction rating to 80%
- Built trust with customers, resulting in repeat orders