

Hello! I'm M. Umar

CUSTOMER SUPPORT MANAGER

E-COMMERCE BUSINESS MANAGER



Whatsapp: +923470022546

Skype: umarm0100

Email: masterumar474@gmail.com



OBJECTIVE ||

I am looking for the opportunity to advance to a Management position where I can use my skills in making the Customers satisfied with us, enhancing the brand trust among community and playing role between Customers and Brand. My aim is to support the Brand's online department using my experience so brand can give a Customer friendly online shopping experience. I can Lead Teams, train new trainees and build Customer Support Department.

KEY PROJECTS ||

Dealing 0.5 Million support tickets around the Globe (working with <https://bluelightkids.com/>) and boosted 88% Customer's growth.

- Earned TOP RATED status on Upwork

While working with [spotiglass.fr](https://www.spotiglass.fr/) dealt around 50000+ customers and lead a team of 20+ Virtual assistants (during high pace times on Christmas), I was Employee of the season while adding \$5M in revenue.

KEY SKILLS ||

- Shopify Management
- Orders Tracking (via 17track,DHL etc)
- Updating shipping address
- Issuing refunds (as per policy)
- Creating discount codes
- Responding to customers emails
- Live chat support
- Zendesk, Freshdesk support
- Inventory management
- Suppliers communications
- Orders fulfillment
- Managing returns and exchanges
- Products listings
- Multilanguage email support
- Social media pages management

QUALIFICATIONS ||

Master In business administration (MBA) Diploma in Office Management

My Professional qualification is Master in Business Administration. It makes me able to deal with Fluent English and with professional manner. I have gained a Diploma in Office management (DOM), Windows Configuration and Web Research that makes me the perfect candidate for the Job. As being Top rated freelancer too, I have a deep knowledge of e-commerce and Online Business platforms.

WORK EXPERIENCE ||

Top Rated Freelancer on Upwork

Level two on Fiver; solid 10+ years of career

I am have working experience of 10+ years on Top Freelancing platforms and serving the clients around the globe in my special niche; E-commerce Business Manager and Customer Support. This experience has polished my skills so genteelly that I have deal Customers around the globe, can track orders worldwide, and can solve disputes on refunds and have trained 10+ teams for different companies.

Virtual business manager at Blue light Kids

June 2011-December 2016

I have worked Blue Light Kids store for 5 years as their Team leader and have gain a pro level experience and E-commerce especially Shopify platform. I have deal around 0.5 M tickets in my tenure around the globe. All I worked was remotely and later I lead their Business team for final year. (Proofs and references will be provided upon request).

Customer support leader

Jan 2017-May 2019

My second notable project was with SpotiGlass that is rising e-commerce brand of France and ships worldwide. My this project is so closely to your Brand, and I am fully experienced in dealing with such a issues in any aspects; Wrong colour variant received by customer, Wrong size or numbers received that is a major issues in e-commerce and I can deal it so nicely.

HOBBIES AND INTERESTS ||

- Being Social
- Research
- Building Customer service Templates
- Thinking forward

REFERENCES ||

Will be provided on request

Let's connect!

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