



CONTACT

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SKILLS

Customer Success & Onboarding
E-commerce Operations
Real Estate Operations
SOP Development
Team Leadership & Training
Client Relationship Management
Front-End Web Design (HTML/CSS)

TOOLS

Zendesk, Gorgias, Intercom
Shopify, WooCommerce
AppFolio, Buildium
Notion, Trello, Slack
Google Workspace

EDUCATION

Bachelor of Science in IT
Holy Angel University

Jesel Cura

Customer Success Manager • E-commerce & Real Estate Operations Specialist

PROFESSIONAL SUMMARY

A results-driven Operations and Customer Success Specialist with 10+ years of experience enhancing client satisfaction and operational efficiency for SaaS, e-commerce, and real estate businesses. Proven ability to develop scalable systems, lead support teams, and leverage technology to drive growth. Seeking to apply my expertise in a challenging new role.

WORK EXPERIENCE

Operations Generalist

Ethos Support | Jul 2023 – Present

- Streamline client operations, reducing onboarding time by 25% for new accounts.
- Develop and implement SOPs that have decreased issue resolution time by 40%.

Customer Success Manager

Freelance | Jun 2021 – Jun 2024

- Built strong client relationships, guiding them through onboarding to maximize platform value.
- Provided data-driven performance insights to drive customer retention and identify upsell opportunities.
- Achieved a 15% boost in client retention through proactive support and engagement strategies.

Front-End Web Designer

Freelance | Jun 2021 – Jun 2024

- Designed and developed responsive user interfaces for e-commerce and marketing websites.
- Collaborated with clients to create visually appealing layouts that aligned with brand identity.

WORK EXPERIENCE (CONTINUED)

Maintenance Coordinator Assistant

E & G Real Estate Services | Jul 2019 – Present

- Manage maintenance for 50+ properties, ensuring 95% of work orders are closed within SLAs.
- Serve as primary liaison, improving tenant satisfaction ratings related to maintenance by 18%.

Online Store Manager / E-commerce VA

Upwork | Jun 2019 – Present

- Managed end-to-end Shopify operations for stores with up to \$500k in annual revenue.
- Developed support SOPs that reduced response times by 50% and increased positive reviews.

Team Leader – Customer Support

Alorica | Mar 2015 – Oct 2017

- Led a 15+ agent team to become the top-performing group in the department for 3 consecutive quarters.
- Implemented QA frameworks that led to a 30% increase in CSAT scores.

CLIENT FEEDBACK

"Jes was a pleasure to work with... smart and able to strategize quickly, take action on that strategy, manage a team and train others."

— Dropshipping Brand Owner

"Jess was easy to communicate with and was great during the onboarding phase... I would highly recommend hiring Jess."

— Shopify Store Owner

"Incredibly reliable and organized. Jesel keeps our maintenance operations running smoothly and our tenants happy."

— Real Estate Client