

RONER MANUEL PERALTA

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SUMMARY

Obtaining a job as one of your personnel. I am fully interested to work with your group/company, establish my productive skills and abilities on the job that will be assign to me.

WORK EXPERIENCE

Customer Service Associate - Amazon Account

October 2024 – January 2026

- Respond to customer inquiries regarding orders, products, and other retail related concerns.
- Resolve issues related to returns, refunds, product defects, or delivery delays.
- Ensure customer satisfaction by addressing complaints and providing solutions in a timely manner.
- Verify product availability and stock status, and inform customers about out of stock products or delivery schedules.
- Track orders from purchase to delivery, ensuring that customers receive their products on time.
- Handle order modifications such as cancellations, shipping address changes, and expedited shipping requests.
- Investigate and resolve order discrepancies, including missing or incorrect items.
- Ensure adherence to Amazon's retail policies, including return policies, price matching, and shipping guidelines.
- Address complex customer issues that require higher level intervention, either within Amazon or with external partners.

EDUCATION

Aug 2020 - May 2024

Bachelor of Science in Information Technology

Nueva Ecija University of Science and
Technology

Specialization in Web Systems and Technology

SKILLS & TOOLS

- Customer Service Support
- Email & Calendar Management
- Data Entry & Reports
- File & Document Organization

Tools: CRM, ChatGPT, Canva, Zoom, Microsoft Office.