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CUSTOMER EXPERIENCE SPECIALIST

Championing Thoughtful Solutions, Seamless Support, and Meaningful Connections

Customer Experience Specialist with hands-on experience supporting e-commerce operations through helpdesk platforms like **Gorgias**, **Shopify POS**, and **Postscript**. Proven ability to streamline workflows and enhance customer satisfaction using **AI tools like Siena AI** to offload repetitive tasks and reduce ticket volume. Committed to delivering efficient, human-centered support while optimizing team performance.

Adaptability | Customer Empathy | Process Optimization

Strategic Thinking & Planning | Attention to Detail | Problem-Solving & Critical Thinking

Automation | Collaboration & Cross-Functional Coordination | Technical Proficiency

PROFESSIONAL EXPERIENCE

Bare Performance Nutrition, Round Rock, TX

2020 - Present

Empowers individuals to push their limits and pursue excellence through high-quality supplements and a relentless "Go One More" mindset.

Customer Experience Specialist

2024 - Present

Delivered thoughtful support by actively listening to customer needs, resolving concerns efficiently, and creating a positive, lasting experience.

- Processed 50+ daily orders and maintained accurate customer profiles using CRM platforms
- Integrated Siena AI to manage repetitive support tickets, cutting manual workload by approximately 30%
- Responded to 100+ customer inquiries weekly via email and SMS, maintaining a 24-hour resolution standard
- Resolved order tracking, return, and exchange issues using Gorgias, contributing to a 95% customer satisfaction rating
- Guided customers toward informed purchases by leveraging knowledge of product offerings and seasonal promotions
- Partnered with the CX team to update macros and help center content, reducing average ticket handling time by 15%
- Shared recurring customer issues and suggestions with leadership, leading to two internal process improvements
- Represented brand voice across all communication channels to strengthen customer loyalty and support rapid brand growth

Material Handler / Order Fulfillment Specialist

2020 - 2024

Managed inventory, prepared and fulfilled customer orders, and ensured accurate, efficient movement of materials to support seamless operations.

- Oversaw daily floor operations and coordinated with 5+ team members to meet fulfillment goals.
- Incorporated Google sheets to optimize inventory counts and decrease the wait period for the fulfillment crew start packing by 25%

Bare Performance Nutrition (Continued)

- Maintained a clean, organized workspace to ensure operational efficiency and workplace safety

H-E-B, Round Rock, TX

2016 - 2020

A Texas-based retailer committed to delivering exceptional products, outstanding service, and a deep connection to the community it serves.

Customer Service Cashier**2016-2020**

Provided fast, friendly service by accurately processing transactions, assisting customers with product needs, and contributing to a positive shopping experience.

- Operated efficiently in a high-volume retail setting, completing transactions with accuracy and speed
- Resolved customer issues with professionalism and empathy, contributing to a positive shopping experience
- Delivered exceptional service by anticipating customer needs and consistently exceeding expectations
- Answered product-related inquiries and recommended suitable alternatives to enhance customer satisfaction and drive sales

EDUCATION

Associates in Engineering, Computer Science, Austin Community College
Certificate, Empathetic AI Certification, Siena AI

TECHNICAL SKILLS

Siena AI | Microsoft Office Suite | Google Suite | Asana | Slack
Gorgias | OrderGroove | Klaviyo | PostScript