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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. Proven ability to streamline workflows and enhance customer satisfaction using AI tools to reduce ticket volume. Committed to delivering efficient, human-centered support while optimizing team performance.

Adaptability | Attention to Detail | Automation

Collaboration & Cross-Functional Coordination | Empathy and Active Listening
Problem-Solving & Critical Thinking| Process Optimization | 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.

Customer Experience Specialist   **2024 - Present**

- Delivered thoughtful support by actively listening to customer needs, resolving concerns efficiently, and creating a positive, lasting experience.
- Interacted with all contact channels (email, SMS) to assist current and soon-to-be customers.
- Resolved order tracking, return, and exchange issues using Gorgias, maintaining an average customer satisfaction rating (CSAT) of 98%
- Maintained accurate customer profiles using CRM platforms
- Mastered all product/service offerings to educate and empower the customer
- Increased brand awareness by staffing various events and field marketing, such as community events, Rogue Invitational booth, BPN's G1M & Ultra Marathons
- Maintained direct relationship with software partners (Siena AI, Ordergroove) to ensure tools are performing as expected
- Supported CX leadership to update resource library and help center content, in an effort to provide more self-service options for customers to reduce CX contacts
- Identified and communicated service opportunities to leadership, driving internal process improvements, including return management, CX volume reporting, and AI optimization.

Order Fulfillment Specialist   **2020 - 2024**

- Accurately pick items from inventory based on order details and prepare them for shipment
- Package products securely, print and apply shipping labels, and ensure timely order dispatch
- Update inventory systems during fulfillment; report discrepancies or low-stock items
- Inspect items for damage or defects before packing to ensure customers receive quality products
- Maintain productivity standards for order accuracy, packing speed, and shipping deadlines

Bare Performance Nutrition (Continued)

Material Handler   **2020 - 2024**

- Unload incoming products from trucks and verify contents against packing slips
- Move goods to appropriate storage areas; update inventory systems to reflect stock levels accurately
- Deliver materials to packing and shipping stations to support timely order fulfillment
- Operate pallet jacks, walklifts, or conveyor belts safely and efficiently
- Follow all warehouse safety procedures and ensure materials are handled and stored safely

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**

- 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

Amazon Sellercentral | Asana | Gorgias | Google Suite
Klaviyo | Microsoft Office Suite | OrderGroove |PostScript
Shopify | Siena AI | ShipStation | Slack