

NATHANIEL BARRERA

Round Rock, TX | (512) 584-0031 |

nbarrera@theplacefornate.com | [linkedin.com/in/nathaniel-barrera](https://www.linkedin.com/in/nathaniel-barrera) | theplacefornate.com

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.

Experience

Customer Experience Specialist

Bare Performance Nutrition | Round Rock, Texas | March 2024 - Present

- Processed 50+ daily orders and maintained accurate customer profiles using CRM platforms
- 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%
- Integrated Siena AI to manage repetitive support tickets, cutting manual workload by approximately 30%
- 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

Bare Performance Nutrition | Round Rock, Texas | May 2020 – March 2024

- 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%

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

H-E-B

Customer Service Cashier | Round Rock, Texas | August 2020 – June 2024

- 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

Skills Summary

- Helpdesk Software: Gorgias, Zendesk (familiar), Siena AI
- E-commerce Platforms: Shopify (POS & Admin), Postscript
- Customer Support: Ticket resolution, Live chat, Email support
- Process Optimization: AI-assisted support workflows, Macro setup, Team ticket routing
- Communication: Clear written communication, Customer empathy, De-escalation
- Collaboration: Cross-functional teamwork, Knowledge base management
- Productivity Tools: Microsoft Excel, Google Workspace, Slack, Asana, Capacities
- CRM & Admin Tools: CRM platforms (basic), internal dashboards

Education

Associates in Engineering – Computer Science / May 2023

Certificate – Siena AI Certified/ October 2024

References