



JOSH IVAN ARANJUEZ

CUSTOMER SERVICE/E-COMMERCE

☎ +63 993 916 0232 ✉ ji128418@gmail.com



Address:

Unit 236, Building 1
Leongson Street, San Roque
Navotas City, Philippines

EDUCATION

Science, Technology, Engineering,
and Mathematics (STEM) – **2022–2024**
Arellano University – Jose Rizal
Campus

SKILLS

- Inventory Management
- Bookkeeping
- Listing optimization
- Communication Skills
- Time Management

LANGUAGE

- Filipino
- English

PROFICIENCY IN TOOLS

- Microsoft Excel
- Microsoft Word
- Google Docs
- Google Sheet

INTERESTS

- Video Games
- Cooking
- Music
- Basketball

PROFILE

I have over two years of experience as an eCommerce specialist with a strong focus on customer service. I've handled buyer inquiries, resolved order issues, and ensured a positive customer experience across every interaction. I am skilled in clear communication, problem-solving, and maintaining customer satisfaction, even in challenging situations. Alongside customer support, I have experience managing online stores and optimizing product listings using eBay Seller Hub, spreadsheets, and listing tools. I am detail-oriented, able to work independently, and committed to delivering efficient support and smooth day-to-day operations.

WORK EXPERIENCE

E-Commerce | Customer Service

- Provided high-quality customer support by handling inquiries, resolving issues, and ensuring a positive customer experience. Maintained clear, professional, and timely communication across all interactions.
- Managed daily operations, including tracking inventory, updating information, and supporting order processes while meeting customer expectations. Demonstrated strong attention to detail and organization in completing tasks efficiently.
- Addressed customer concerns promptly using problem-solving skills, helping maintain satisfaction and build trust. Utilized various tools and systems to monitor performance, manage data, and support overall operations.
- Utilized Microsoft Excel to organize, track, and manage data efficiently, including inventory, orders, and customer information. Created and maintained spreadsheets with accurate data entry and regular updates to ensure smooth operations.

2023–2025