



SAM DAVIS

CUSTOMER SUPPORT MANAGER

PROFILE

Hard-working and self-motivated virtual assistant with 13+ years experience in Ecommerce support operations, record-keeping, and various personal assistance tasks. Able to focus on work without need for supervision. Served multiple clients through freelancing with more than 100,000 monthly visitors each till 2022. Seeking to become the customer support provider and virtual assistant for the organization looking forward to utilize me as their asset.

CONTACT

-  925-418-3279
-  sam@hirelivesupport.com
-  12611 Hiddencreek Way
Cerritos, CA, 90703, USA.

SKILLS

- Customer Support
- Technical Support
- Data Entry
- Live Chat Software
- Phone Support
- Virtual Assistant
- Email Support
- Online Chat Support
- Email Handling

EDUCATION

BACHELOR IN BUSINESS ADMINISTRATION

University of California
2006 - 2010

MASTERS IN BUSINESS ADMINISTRATION

Really Great University
2010 - 2012

EXPERIENCE

CUSTOMER SERVICE MANAGER

Hire Live Support

2009 - Present

- Managing a team of technical support individuals taking care of day to day operations.
- Managing 50+ clients for different e-commerce projects.
- Managing a team of individuals looking after Customer Support via Live Chat, Email and Phone Calls.
- Managed appointments and calendar and booked meetings with new and existing clients.
- Organized and maintained online company files, invoices, and other digital documentation.