



LEMUEL POLANCOS

SHOPIFY EXPERT &
CUSTOMER SUPPORT
SPECIALIST

ABOUT ME

I've been a seasoned remote freelancer since 2017, specializing in e-commerce and customer support. I offer a comprehensive range of skills and services aimed at optimizing business operations and improving customer satisfaction.

EDUCATION


National College of Science
and Technology


Associate's degree, Information
technology


2007-2009

CONTACT

 +63 916 186 8184

 lempoortant17@gmail.com

 www.lemuelpolancos.com

 Dasmariñas City, Cavite
Philippines 4114

MY SKILLSET

SHOPIFY MANAGEMENT

- Shopify store builder
- Theme customization
- HTML & CSS customization
- Shopify app management
- SEO
- Product listing

ADMIN SUPPORT

- Phone support
- Email support
- Team collaboration
- Product research
- Order fulfillment
- Google Spreadsheets

MARKETING

- Social media marketing
- Social media management
- Content creation
- Email marketing
- Influencer outreach
- Facebook, IG & Tiktok

Work Experience

CUSTOMER SERVICE/EMAIL SUPPORT

F13 WORKS LLC.

JANUARY 2022 - SEPTEMBER 2023

I assist customers, users, retailers, and suppliers, addressing various needs as required. Additionally, I manage tasks such as website maintenance and other associated responsibilities.service/Email Sup

CUSTOMER SERVICE/EMAIL & CHAT SUPPORT3HAPPY

HEALTHY HIPPIE CO.

APRIL 2019 - NOVEMBER 2022

I assist customers with their inquiries, offering insights into the health advantages of our products, while also taking on extra responsibilities to maintain the efficiency of the store's operations.

SHOPIFY STORE MANAGER

I SHOP SASSY CHICK INC.

MAY 2019 - OCTOBER 2021

Typically, my responsibilities entail supervising different facets of the online store's functions, aiming to maintain its seamless operation and foster its expansion and achievements.

CUSTOMER SERVICE/PHONE & EMAIL SUPPORT

SNIPESOFT LTD.

FEBRUARY 2017 - MAY 6, 2019

Overseeing multiple eCommerce stores on www.trademe.co.nz, I also handle phone and email inquiries along with various administrative duties for their online business.