

LIAM ANDERSON

Seller Support Associate

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PROFESSIONAL SUMMARY

Dynamic professional with 7 years of experience in seller support, adept at resolving issues, enhancing seller satisfaction, and driving operational efficiency. Proven ability to manage escalations and provide effective solutions.

WORK EXPERIENCE

Seller Support Associate Jan / 2021-Ongoing
Pineapple Enterprises Santa Monica, CA

- 1. Resolved seller inquiries and discrepancies, ensuring accurate inventory representation and timely corrections.
- 2. Developed and implemented corrective action plans to enhance seller experience and operational efficiency.
- 3. Analyzed seller feedback and trends to identify areas for improvement and drive business initiatives.
- 4. Provided real-time support for seller escalations, achieving first contact resolution and enhancing seller relationships.
- 5. Identified barriers to seller success and implemented solutions to improve overall satisfaction and performance.
- 6. Conducted daily observations to identify opportunities for process improvements and efficiency gains.
- 7. Served as the primary contact for seller escalations, ensuring prompt and effective resolution of issues.

Seller Support Associate Jan / 2018-Jan / 2021
Crescent Moon Design Portland, OR

- 1. Communicated with sellers via email to clarify inventory status and resolve discrepancies.
- 2. Investigated issues related to inventory management and provided timely updates to sellers.
- 3. Processed reimbursements for sellers due to damaged or misplaced units, ensuring prompt resolution.
- 4. Educated sellers on inventory processes and provided guidance on best practices.
- 5. Maintained accurate records of seller interactions and resolutions for future reference.

EDUCATION

Bachelor of Science in Business Administration Jan / 2015 - Jan / 2018
University of California Chicago, IL
Focused on business management and customer relations, equipping with skills for effective seller support.



SKILLS



INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

STRENGTHS

- Sincerity
- Stability
- Stewardship
- Teamwork

LANGUAGES



ACHIEVEMENTS

- Achieved a 95% seller satisfaction rate through effective issue resolution.
- Reduced response time to seller inquiries by 30% through process optimization.