

Hanh Tran

Customer Support



PROFILE

Customer-focused support specialist experienced in English email and live chat support, with a proven ability to manage high workloads while maintaining service quality.

CONTACT

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Highlighted Skills

- Customer Support (Email & Live Chat)
- E-commerce Operations
- WordPress & WooCommerce
- Shopify (Basic)
- Freshdesk & Ticket Management
- AI-Assisted Support & Automation
- English (IELTS Writing 7.0)

Experience

2023-2026

CUSTOMER SUPPORT

EMAIL SUPPORT

- Maintained a high-volume support workload, averaging **100-120 responses** per 4-hour shift via **Freshdesk**.
- Managed pre-sales inquiries, after-sales support, claims, and disputes.
- Leveraged **AI, snippets, and automation tools** to improve support efficiency.

CHAT SUPPORT

- Maintained response times of **30-60 seconds** while providing real-time support
- Assisted customers with product page and landing page setup (**Wordpress**), issue investigation and content optimization.
- Utilized AI tools for content and basic HTML/CSS for page customization.

2020-2023

ENGLISH TEACHER

- Delivered English and IELTS instruction to students.
- Developed **strong written and verbal communication skills** through explaining complex concepts in a clear and friendly manner.