

Debbie Sibal

E-commerce Customer Support Specialist

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✓ Available now

Remote, full-time or part-time. US, EU and AU shifts (PHT, UTC+8)

Summary

Email support specialist for e-commerce stores in health, fashion and baby. I sort out tracking, delivery problems, refunds, returns and Shopify address changes, and answer Polish customers with localized templates. Clear written English (C2), any shift.

Selected proof

75–95

emails per 4-hour shift (about 20 an hour), first week at a new e-commerce client

Day 1

rebuilt a new client's messy refund/return sheet into a cleaner tracker; the owner replied that night they'd likely implement it

3 niches

health, fashion and baby stores supported

72 WPM

net typing, 98% accuracy, with C2 English

Experience

Support Specialist

Shogo.fr · Remote

Jan 2026 – Present

- Run the customer inbox for European e-commerce stores in Helpwave, including Limfai (health, Poland)
- Answer Polish-speaking customers with localized reply templates and careful translation
- Track parcels, sort out delivery problems, and edit order addresses in Shopify
- Coordinate stuck and returned orders with the shipping team

Shopify Expert Assistant / E-commerce Support

ThriveEdge · Remote

Feb 2025 – Jan 2026

- Handled customer support and order management for Shopify stores
- Managed stores day to day: product listings, collections, SEO and store optimization
- Optimized product feeds in Google Merchant Center

Customer Service Representative

Alorica · BPO · Part-time, on-site

Sep 2025 – Dec 2025

- Resolved customer inquiries in a high-volume BPO environment within quality and handle-time targets

Shopify & Content Manager

Aquariums For Beginners · Remote

Jan 2022 – Aug 2025

- Ran the Shopify store for an aquarium education brand: listings, SEO, store visuals
- Built the website; wrote every blog article, product descriptions and newsletters

Shopify Store Builder

Freelance + own stores (Shopify Partner)

Feb 2019 – Present

- Building Shopify stores since February 2019; built small tools that speed up store and support work, including Template Copier (one-click support email templates with the customer's name filled in)

Skills

- Email customer support (non-voice)
- Order tracking and delivery problems
- Refunds and returns
- Order address edits and order management in Shopify
- Localized reply templates (Polish)
- Refund/return tracking sheets
- Escalating stuck and returned orders to shipping teams
- Clear, warm written English

Tools

- Helpwave
- Shopify admin (orders, refunds, address edits)
- track123 parcel tracking
- Slack, Hubstaff, Google Workspace
- Template Copier (built by me)

Tests

English: C2 (advanced/mastery, approx. IELTS 9)
Typing: 72 WPM net, 98% accuracy

Languages

English (C2), Filipino/Tagalog (native)

Work setup

- Dual monitors, headset, webcam
- Fiber, 227 Mbps
- Backups: 5G pocket WiFi, MacBook

Education

Bachelor of Business Administration,
Major in Financial Management
University of Manila,
2022–2026 (graduated)