

Leonard Morcilla

Escalation Support Specialist / E-commerce Specialist



+639617005903



leonardmorcilla6@gmail.com



in/leonard-morcilla/

PROFESSIONAL SUMMARY

Customer Support and Escalation Specialist with 3 years of experience handling delivery issues, refunds, fraud detection, and account verification for high-volume operations. Skilled in providing efficient, empathetic support across inbound, outbound, and email channels while resolving technical and system-level issues.

In addition, experienced in Shopify and WordPress store management, including theme editing, product listing, inventory monitoring, and basic domain/DNS setup. Adept at applying design tweaks and ensuring store functionality to deliver a seamless e-commerce experience.

EXPERIENCE

Escalation Support (Foodpanda)

IBEX, Davao City SM Lanang | Jun 2021 – Dec 2024

- Handled escalations related to delivery failures, refunds, and account issues.
- Conducted fraud detection, account verification, and security checks.
- Supported customers across inbound, outbound, and email channels.
- Applied technical background to resolve system-level issues efficiently.
- Served as Subject Matter Expert (SME) for 7 months, mentoring team members and sharing best practices.
- Completed leadership training, strengthening skills in team guidance, coaching, and process improvement.

E-commerce Store Management (Freelance / Personal Projects)

- Configured and customized Shopify and WordPress/WooCommerce stores, including theme editing and product catalog setup.
- Managed product listings, inventory, and content updates to ensure smooth store operations.
- Set up domains, DNS records, and SSL certificates to maintain secure and accessible storefronts.
- Applied basic CSS and Canva editing for banners, featured products, and UI improvements to enhance user experience and visual appeal.
- Shopify: <https://shop.eonx.ph/> | WordPress: <https://woo.eonx.ph/>

SKILLS

- **E-Commerce:** Store setup, theme editing, product listing, inventory management, content updates, email promotions
- **Customer & Escalation Support:** Issue resolution, account verification, refunds, delivery problem handling, CRM tools (Salesforce, Zoho, JIRA)
- **Domain & Technical Support:** Domain setup, DNS configuration, basic troubleshooting for site uptime and performance
- **UI & Design:** Basic CSS adjustments, theme customization, user-friendly store layouts

EDUCATION

Bachelor of Information Technology

Golden State College | General Santos City
2014 – 2018

Bachelor of Geodetic Engineering

Caraga State University | Butuan
2010 – 2011