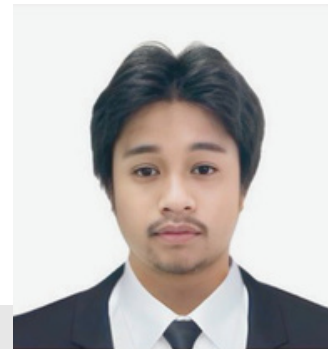


RIDGE RAMOS

Customer Support | Logistics | Workflow Automation (n8n)

+639755818805 | kylejamesramos08@gmail.com

131 San Geronimo Street Poblacion Zone 4 Villasis, Pangasinan 2427 Philippines



OBJECTIVE

I'm a detail-oriented professional with experience in logistics operations, customer service, and workflow automation. My background includes managing warehouse systems, order processing, and client communication using Salesforce and WMS tools. Alongside logistics, I've developed automation workflows using n8n, integrating AI guidance to streamline repetitive tasks and improve efficiency. I aim to combine logistics expertise with automation to deliver faster, smarter, and more accurate results.

EDUCATION

University of the Cordilleras
2020-2024

Bachelor of Science in Information Technology
Web Developing & HTML

WORK EXPERIENCE

Lineage
2025 - 2026

Logistics/WMS (Email Management)

- Manage customer requests using Salesforce
- Processed orders, inventory checks, and shipment scheduling
- Verified order details (PO/SO) and maintained accurate records
- Communicated with customers and resolved issues efficiently
- Applied Logistics and Warehouse Operations knowledge

BrandLink
2022 - 2024

Customer Service Representative - TikTok Shop (3PL/ E-commerce Support)

- Provided customer support for Tiktok Shop Accounts, Handling inquiries, complaints, and order concerns via chat and email
- Manage aftersales Processes including returns, refunds, cancellations, and dispute resolution
- Coordinate with 3rd party logistics (3PL) partners to track shipments, resolve delivery issues, and ensure timely updates
- Maintained and update customers and orders data, ensuring accuracy in reports and tracking system
- Delivered Technical Support by Assisting users with account, order, and platform-related concerns

SKILLS

- Work Automation (n8n)
- Logistics Operations & WMS
- Salesforce CRM
- Data Entry & Management
- Customer Service & Communication
- E-commerce Support
- AI-assisted Process Optimization