



Faradienna Raushan Fikri

Support Specialist

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📍 Yogyakarta, Indonesia

About Me

Support Specialist with a background in customer support, e-commerce, and IT technical support. Experienced in handling high-volume queries, solving problems efficiently, and keeping operations running smoothly.



faradienna.com

Skills

- **Shopify & E-commerce Operations**
- **Customer Support (Email & Chat)**
- **Order Management & Fulfillment (Shopify)**
- **Google Sheets & Reporting**
- **WordPress & Website Management**
- **Social Media Basics (Instagram, TikTok, X, Threads, Facebook)**
- **Canva (Content & Simple Design)**

Education

2013-2018 | English Language Education

Yogyakarta State University

Work Experience

2024-present **Customer Support & E-commerce Operations**

Nevaeh Jewellery (UK-based, freelance)

- Managed customer support operation (Zendesk)
- Handled orders, returns, exchanges, and shipping coordination via Shopify
- Coordinated with suppliers for resends and product issues

2020-2025 **Website Migration & Technical Support Specialist**

Hostinger International

- Migrated 1000+ WordPress websites across hosting platforms
- Troubleshoot technical issues (domains, email, website performance, errors)