

LAWRENCE BUENA

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PROFESSIONAL SUMMARY

Customer operations and project coordination professional with 6+ years of remote experience across e-commerce fulfillment, enterprise SaaS onboarding, and high-volume customer support. Skilled in Shopify operations, Zendesk, Gorgias, Front, and Intercom, with a track record of managing large ticket queues while maintaining SLA adherence and strong CSAT scores. Proficient in leveraging AI tools (Claude, ChatGPT, Gemini) and automation platforms (Zapier) to reduce manual workload and improve team efficiency.

CORE COMPETENCIES

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- Shopify Fulfillment & Inventory Management
 - Customer Support Operations (Zendesk, Gorgias, Intercom, Front)
 - SLA Adherence & Ticket Queue Management
 - Cross-functional Escalation & Bug Tracking
 - AI-Powered Workflow Automation (Zapier, Claude, ChatGPT)
 - Async-First Remote Collaboration (Slack, MS Teams, Linear)
 - Enterprise Client Onboarding & Retention
 - Supplier Research & Procurement Coordination
 - Community Moderation & Trust and Safety
 - Project Coordination & Stakeholder Communication

PROFESSIONAL EXPERIENCE

Customer Operations Specialist

2023 – 2026

Tykee Labs / Flashback | Remote

- Maintained 100% order accuracy for a global nostalgia-tech startup by managing end-to-end Shopify fulfillment, inventory management, and supplier coordination.
- Consolidated multi-channel inquiries into a unified Front workflow, significantly reducing first-response time and improving SLA adherence.
- Managed 2,000+ tickets during peak season while maintaining a balanced CSAT score, demonstrating strong multitasking and prioritization.
- Acted as the primary technical liaison between clients and internal teams, escalating and tracking bugs through to resolution.
- Coordinated directly with DTC fulfillment partners Portless and Dealersend to manage order flow, resolve logistics issues, and ensure seamless delivery communications.

Project Coordinator

2023 – 2025

Sana Labs | Remote

- Accelerated client onboarding by coordinating technical presentations and project kick-offs for AI-driven learning solutions.
- Served as the primary cross-functional liaison between enterprise clients and engineering, translating bug reports into structured escalations with clear reproduction steps and root cause diagnosis.
- Drove retention and account health by shortening delivery timelines for high-stakes clients through disciplined async coordination via Linear and Slack.
- Acted as a primary point of contact for publishing partners, managing marketing collateral, scheduling campaigns through Asana, and producing client-facing case studies.
- Supported sales onboarding by provisioning access to Sales Navigator, Apollo, and Loom for newly hired team members.
- Coordinated candidate evaluations for recruitment, assessing recordings against defined competency standards and delivering structured hiring remarks.

Moderator / Customer Support

2021 – 2023

Yellowstone Digital Media | Remote

- Managed frontline moderation for Discord communities, enforcing platform policies and maintaining a safe, respectful environment.

- Identified and de-escalated user conflicts in real time as the primary dispute resolution contact.
- Developed and upheld community standards and guidelines, driving platform integrity and positive user engagement.
- Monitored community activity and escalated critical issues to maintain a healthy digital space.

Virtual Assistant

2020 – 2021

Recreation Outfitters | Remote

- Scaled online shop operations by managing order fulfillment, inventory tracking, and Shopify product listing.
- Sourced and negotiated with new suppliers to diversify product lines and reduce procurement costs.

IT Analyst

2020

Fint.Cloud | Remote

- Supported project initiatives by handling technical escalations and priority ad-hoc tasks.
- Streamlined internal workflows through dedicated tech analysis and administrative problem-solving.

Customer Support Associate

2019 – 2020

Amazon Philippines | On-site

- Provided first-contact logistics support for customers across US, UK, and Canada markets in a high-volume, SLA-driven corporate environment.
- Coordinated with Amazon delivery drivers to resolve real-time logistics issues and delivery bottlenecks.
- Maintained high performance standards within a rigorous on-site corporate support environment.

TECHNICAL SKILLS

Support Platforms: Zendesk, Freshdesk, Gorgias, Intercom, Front

Automation & AI: Zapier, Claude, ChatGPT, Google Gemini, Google AI Studio, Opal

Productivity & Collaboration: Slack, MS Teams, Linear, Asana, WhatsApp

E-commerce: Shopify (fulfillment, inventory, product listing)

Community & Social: Discord, Meta

Programming: PHP, C#

EDUCATION

Bachelor of Science in Information Technology

STI College Bacoar, Philippines

Bachelor of Science in Computer Science

Cavite State University, Philippines