

ELEUTERIO S. TAPERE III

Chargebacks & Disputes Specialist - Shopify, PayPal, Airwallex

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linktr.ee/EliotVA | Available US EST hours

PROFESSIONAL SUMMARY

Chargebacks and disputes specialist working two Shopify brands at once: a US supplement company on PayPal and a Swedish home goods dropshipper on Airwallex. Busy days run 30-50 cases across USD and SEK. The claims span Unauthorized Transaction, Item Not Received, ACH Return, Duplicate Payment, and cancelled orders, handled through PayPal Resolution Center, Airwallex Disputes, Shopify Admin, and Zendesk. Comfortable getting on the phone with a customer when email stalls a case. Full-time on US EST hours.

KEY SKILLS

Platforms: PayPal Resolution Center, Airwallex Disputes, Shopify Admin, Zendesk

Dispute workflows: Chargeback Response Filing, Evidence Packet Preparation, Subscription Dispute Handling, Case Documentation & Trackers, Multi-Carrier Tracking (USPS, UPS, FedEx, 17track, yuntrack, CJ Packet)

Customer-facing: Refund-and-Keep Negotiation, Customer Calls & De-escalation, Cross-Timezone Availability (US EST)

PROFESSIONAL EXPERIENCE

E-Commerce Disputes & Customer Support VA

Freelance / Remote (US supplement brand on PayPal; Swedish home goods brand on Airwallex) | January 2024 – Present

- Filed chargeback responses across PayPal Resolution Center and Airwallex Disputes for two Shopify clients, handling 80-100 cases on a busy day in USD and SEK across Unauthorized Transaction, Item Not Received, ACH Return, Duplicate Payment, and cancelled-order claims.
- Pulled and reconciled tracking from 17track, yuntrack, CJ Packet, USPS, UPS, and FedEx against PayPal records and email history, then uploaded the evidence packet inside the processor deadline on every case.
- Called PayPal customers directly when email could not resolve the dispute - negotiated 40% retention discounts to keep the order, processed refund-and-keep offers, and walked customers through where their shipment was.
- Routed stoppable orders into the fulfillment cancellation queue and escalated unstoppable refunds through the team lead for approval, preventing duplicate charges where the order had already shipped.
- Ran subscription disputes on a separate track: removed the customer at the processor first to stop the next charge, then posted the manual refund after the fact so billing and dispute records stayed clean.
- Maintained a master case tracker capturing case ID, root cause, evidence link, status, and outcome for every dispute, so any case could be pulled up and reopened without losing context.
- Daily stack: Zendesk, Shopify Admin, PayPal Resolution Center, Airwallex Disputes, Gmail, Google Drive.

Executive Virtual Assistant

Freelance / Remote | June 2025 – August 2025

- Ran inbox triage and the calendar for an executive client, drafting his replies so all he had to do was approve and hit send.
- Built a Notion tracker for follow-ups that were falling out of email, and handled ad-hoc research briefs alongside daily inbox work.

Office Assistant

Clinica Ozaraga Doctors Hospital - Bonifacio, Philippines | February 2021 – December 2022

- Prepared patient records and admin documents and ran daily schedules for several staff members while keeping strict confidentiality across all files.
- Reorganized the filing system so staff could find records quickly instead of digging through paperwork.

TECH PROFICIENCY

Disputes & E-commerce: PayPal Resolution Center, Airwallex Disputes, Shopify Admin, Amazon Seller Central

Tracking: USPS, UPS, FedEx, 17track, yuntrack, CJ Packet

Support: Zendesk, Zoho Desk, Richpanel

Productivity: Notion, Google Workspace, Microsoft Office

Communication: Gmail, Slack, Zoom, Google Meet

EDUCATION

Bachelor of Science in Agriculture - Crop Science

J.H. Cerilles State College, Dumingag Campus | 2023 – January 2025

CERTIFICATIONS

- Shopify E-Commerce Training - Your VA Buddy - December 2025
- Quality Control - Philippine Fiber Industry Development Authority, Region IX – June -July 2024

REMOTE WORK READINESS

Availability: Full-time, flexible across US EST hours

Workspace: Dedicated home office, quiet environment, professional video-call background

Equipment: Laptop, headset, webcam, dual-screen setup

Internet: Primary fiber connection with mobile hotspot backup

LANGUAGES

English: Fluent

Filipino: Native