

MOUSA BATARSEH

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Gardner-White Furniture • 6500 E 14 Mile Rd, Warren, MI 48092

Re: ECommerce Coordinator

Hi Gardner-White team,

I'm applying for the ECommerce Coordinator role, and instead of describing how I'd handle web-order questions, I built the desk I'd handle them from: mousabatarseh.com/gardner-white-proposal. It takes a customer message from chat, phone or email, matches it to the order, files it under one of your eight contact-form subjects, runs your own policy clock (7 days to re-select, 48 hours for damage, the 25% handling fee, the Doorstep and White Glove rules), screens new online orders for fraud signals, drafts the reply and books Tuesday-Saturday service — then rolls every answer into an end-of-day report. Nine fictional inquiries are loaded; the policy numbers are yours.

Why this role: for six years I've run online stores end to end for Metro Detroit retailers — two brands' Shopify and WordPress storefronts at once at Universal Wholesale and United Textile, then the web properties and wholesale B2B store of Wild Bill's Tobacco, a 200+ location retailer. That work was catalogs, promotions and campaign pages, but it was also the customer-facing operations behind them: wholesale account registration, coordinating orders with the warehouse, invoices and reporting, and a request queue that never stopped. Before that I worked hotel night audit, and for the last two years I've held an on-call driving job alongside full-time work — I'm used to irregular hours, and I'm available for the weekends, holidays and evenings that e-commerce needs.

I live in Warren, the same city as your 14 Mile Road office. My résumé is attached; my portfolio is at mousabatarseh.com and twenty written reviews of live e-commerce sites are at mousabatarseh.com/reviews. I'd welcome the chance to sit with your web orders queue for an hour and show you how the desk would run it.

Thank you,

Mousa Batarseh

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