



# SHINEVI

[VIDEO INTERVIEW](#)

## WORK EXPERIENCE

### EXECUTIVE ASSISTANT

FaxBetter, Florida City, FL | May 2023 – September 2025 (2 Years, 5 Months)

- Managed email and customer communications, financial transactions, CRM data, and technical troubleshooting while supporting business operations and maintaining customer satisfaction.

### SHOPIFY MANAGER

Galvier | October 2024 – May 2025 (8 Months)

- Oversaw e-commerce operations, managed orders, processed returns/refunds, handled influencer outreach, and created visuals for online ads and social media content.

### EXECUTIVE ASSISTANT

Esther Rouimi Modest Swimwear and Airbnb Business | October 2022 – May 2023 (8 Months)

- Managed e-commerce and Airbnb operations including order processing, customer support, and executive administrative tasks to ensure seamless online transactions and guest satisfaction.

### Marketing Assistant

Guardian Baseball, Oregon, OH | February 2022 – September 2022 (8 Months)

- Supported Amazon marketing initiatives by executing product listings, campaigns, and performance reports, while assisting with branding, social media, and event coordination.

## SKILLS/AREAS OF EXPERTISE

- Email Customer Support
- Airbnb Bookings & Guest Coordination
- Live Chat Support
- E-Commerce Store Handling
- Shopify Order Management
- Amazon Customer Service
- Order Fulfillment & Tracking
- Administrative & Clerical Tasks
- Customer Relationship Management (CRM)
- Returns, Refunds & Dispute Handling
- Data Entry & Documentation
- Social Media Assistance

## TECHNOLOGY

- Facebook
- Amazon Seller Central
- RingCentral
- CapCut
- Shopify
- Trello
- Zendesk
- Asana
- Slack
- Google Workspace (Docs, Sheets, Gmail, Forms)
- Microsoft Office (Excel, Word, PowerPoint)
- Canva
- AfterShip
- ShipStation

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