



SHEENA
 [VIDEO INTERVIEW](#)

WORK EXPERIENCE

LIVE SELLER/OWNER

Proportia Clothing Shop | 2022 - Present

- Manages customer service, inventory tracking, live selling, and order fulfillment for an e-commerce clothing business.

VIRTUAL ASSISTANT

Upwork and OnlineJobs.ph | 2009 - 2022 (13 Years)

- Handled admin tasks, customer support, e-commerce listings, real estate screening, social media scheduling, and CRM management for various clients.

TEAM LEADER

First Advantage Philippines Inc. | 2007 - 2014 (7 Years)

- Led a team of 25 employees, provided coaching and performance feedback, and ensured high-quality reporting and client satisfaction.

SKILLS/AREAS OF EXPERTISE

- General Virtual Assistance
- Appointment Setting
- Social Media Management
- E-commerce Support
- Catalog Management
- Listing Optimization
- Product Uploads
- Amazon Product Introduction
- Amazon Catalog Troubleshooting
- Account Monitoring
- Case Management
- Communication with Amazon Seller Support (Email, Chat, Call)
- Content Compliance Management
- Coupon Management
- Inventory Monitoring
- Collaboration with Creative Teams
- SEO
- PPC
- Digital Marketing
- Google Ads
- Facebook Ads

TECHNOLOGY

- Microsoft 365
- G Suite
- Shopify
- Data Dive
- Monday CRM
- ClickUp
- Asana
- Slack
- Zoom
- Helium 10
- Jungle Scout

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