



CHARMINE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Amazon Virtual Assistance
- Amazon Product Listing Management
- Flat File Creation & Management
- Amazon Inventory Management
- FBM Shipment Management
- Listing Issue Resolution
- Suppressed Listing Management
- Listing Hijacker Monitoring
- Account & Inventory Reconciliation
- Customer Case Management
- Executive & Administrative Assistance
- Email Management
- Calendar Management
- Agenda Preparation & Transcription
- Customer Service & Complaint Resolution
- Appointment Setting
- Billing & Account Support
- Upselling & Customer Retention
- Market Research
- Travel Arrangements & Booking

TOOLS

- Amazon Seller Central
- Amazon Flat Files
- Email & Calendar Management Tools
- Customer Service/Case Management Systems

Versatile Virtual Assistant with 6+ years of combined executive and Amazon VA experience, backed by approximately 10 years in customer service and BPO operations. Proven experience in email and calendar management, administrative support, transcription, agenda preparation, Amazon product listings and flat files, inventory monitoring, account issue resolution, customer support, appointment setting, and travel arrangements. Brings strong expertise in executive assistance, Amazon operations, customer service, organization, problem-solving, and administrative coordination, helping clients streamline daily operations, maintain accurate eCommerce processes, and stay focused on higher-priority business activities.

WORK EXPERIENCE

EXECUTIVE VIRTUAL ASSISTANT

SightShift | September 2024 – March 2026 (1 Year, 7 Months)

- Provided executive and administrative support through email and calendar management, transcription, agenda preparation, and day-to-day administrative tasks to help maintain organized and efficient client operations.

AMAZON VIRTUAL ASSISTANT

GIN LLC | September 2021 – October 2023 (2 Years, 2 Months)

- Managed Amazon operations including product listings and flat files, monitored customer feedback and support cases, identified listing hijackers, resolved listing and detail page issues, handled suppressed listings, and monitored inventory and stock concerns.

AMAZON VIRTUAL ASSISTANT

Indoor Tactics | October 2019 – August 2021 (1 Year, 11 Months)

- Supported Amazon account operations by creating and maintaining listings and flat files, monitoring cases and customer feedback, identifying hijackers, resolving listing and detail page removal issues, managing suppressed listings, and monitoring stock levels.

CUSTOMER SERVICE REPRESENTATIVE/APPOINTMENT SETTER

Forward BPO | August 2017 – June 2019 (1 Year, 11 Months)

- Assisted students with online learning inquiries, class locations, and course enrollment, maintained attendance records and issued certificates, and conducted outbound calls to households to schedule appointments regarding superannuation.

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WORK EXPERIENCE

CUSTOMER SERVICE REPRESENTATIVE / MARKET RESEARCHER

Sprint, Telstra, Optum, Sirius XM, Western Wats, Expedia & SVC | 2005 – 2017 (Approx. 12 Years)

- Supported customers across telecommunications, healthcare, satellite radio, education, and travel accounts by resolving billing and service concerns, assisting with phone replacements and health insurance inquiries, processing college enrollment through student loans, conducting market research surveys, and arranging travel, tickets, and bookings.

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