



MYCA

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- E-Commerce Operations
- Dropshipping Management
- Marketplace Management
- Product Listing Management
- Product Pricing & Monitoring
- Inventory Control
- Order Processing & Tracking
- Customer Service & Support
- eBay Case Resolution
- Dispute & Claims Management
- Account Health Management
- Supplier Coordination
- Fulfillment Coordination
- Reporting & Administrative Support
- Digital File Management
- Data Entry & Record Keeping
- Problem Solving
- Communication & Collaboration
- Recruitment & Talent Acquisition
- Employee Onboarding
- Payroll Administration
- Timekeeping Management
- Labor Relations & Compliance Support
- Employee Training & Development
- Documentation & Records Management
- Negotiation Skills

TOOLS

- HubSpot CRM
- Zoho CRM
- Amazon Seller Central
- eBay Seller Hub
- Walmart Fulfillment Services (WFS)
- Fulfilled by Amazon (FBA)
- Microsoft Office
- Google Workspace

Results-driven eCommerce Specialist with 4+ years of experience managing multi-platform marketplace operations, dropshipping, product listing optimization, customer support, and order fulfillment across Amazon, eBay, and Walmart. Proven track record of maintaining high seller ratings, resolving complex customer and marketplace issues, optimizing inventory and pricing processes, and streamlining administrative workflows to improve operational efficiency and account performance. Brings strong expertise in eCommerce operations, marketplace management, customer experience, and data-driven problem solving, helping organizations increase sales performance, protect account health, and deliver exceptional customer satisfaction.

WORK EXPERIENCE

E-COMMERCE VIRTUAL ASSISTANT

Edropship Empire | February 2021 – September 2025 (4 Years, 7 Months)

- Managed end-to-end dropshipping operations across Amazon, eBay, and Walmart, handled product listings, inventory monitoring, customer support, dispute resolution, fulfillment coordination, and administrative reporting to maintain account health and operational efficiency.

HR ASSISTANT

Walmart, Inc. | August 2018 – January 2021 (2 Years, 6 Months)

- Led recruitment and onboarding activities, managed payroll and timekeeping processes, supported labor relations and compliance matters, coordinated employee training programs, and maintained audit-ready HR documentation and records.

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