



REYCHELLE VILLANUEVA

VIRTUAL ASSISTANT

ABOUT ME

As a professional Virtual Assistant, I am experienced in providing administrative support, managing schedules, organizing data, and responding to emails with excellent communication and interpersonal skills. With a proven track record of meeting deadlines and delivering exceptional work, I am committed to ensuring client satisfaction.

WORK EXPERIENCE

Ecommerce Virtual Assistant

Oct 2024 - May 2025

BUYER FOR POINTS | Miami US

Product Listing & Order Fulfillment

- Manage multiple eCommerce platforms
- eBay
- Shopify
- Walmart
- Mercado
- Nocr
- Handle inventory management
- Manage Excel files of products
- Company CRM
- List products on various eCommerce channels
- Editing Images for listing using Canva
- Create and update Shopify website
- Product Listing Optimization

Ecommerce Virtual Assistant

Feb 2024 - Aug 2024

SOGA International | Melbourne AU

Listing and Graphics Team Leader

- Manage multiple eCommerce platforms
- Handle inventory management
- Manage Excel files of products
- Oversee company CRM
- Update Filezilla for dropship partners
- List products on various eCommerce channels
- Review graphic designers' creatives
- Check Figma designer's output
- Coordinate with partners on concerns
- Submit products for approval
- Create and update Shopify website
- Perform API integration
- Finalize product titles and descriptions
- Create processes for teams

Ecommerce Virtual Assistant

June 2023 - July 2024

Cylianx | FL US

- eBay listing
- Processing orders, returns, cases, and disputes on eBay.
- Customer Service - Product Inquiries, complaints & concerns.
- Sending the orders to dropshipping suppliers.
- Inventory
- Products research for future listing. (Excel)
- Social Media tasks (Facebook Posting)
- Creating product image templates for social media posting. (Canva)
- Organizing products from multiple suppliers.
- Amazon Purchasing and Outsourcing (Ezleadlist)

Contact

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Education

2007

Business Administration

Dominican College, San Juan City

Expertise & Skills

- Detail- Oriented
- Time Management
- Marketing
- Research
- Administrative Tasks
- Technical Skills
- Social Media Management
- Communication
- Able To Work Independently

Tools & Software

- Trello
- Excel
- Word
- Auctiva
- Terapeak
- Inventory Source
- Shopify
- Inkfrog
- Monday.com
- Keepa
- Jungle Scout
- Shipstation
- Shipbridge
- Sellercloud
- Marketplacer
- Omnivore
- Calendly
- PipeDrive
- Gmail
- Canva
- GoogleDrive
- Zoom
- Zoho
- Asana
- ClickUp
- Slack
- Chat gpt
- Grammarly

REYCHELLE VILLANUEVA

V I R T U A L A S S I S T A N T

WORK EXPERIENCE

Ecommerce Virtual Assistant June 2023 - July 2024

Alattar LLC I WY US

- Managing eBay accounts.
- Email Management for Suppliers.
- Inventory Management
- Develop effective product titles and descriptions
- Email Management for Suppliers.
- Inventory Management
- Create images for product listings
- Send applications to become an authorized seller for suppliers
- Process orders
- Respond to buyer inquiries and concerns via eBay messages

Ecommerce Virtual Assistant Oct 2019 - Nov 2022

Bluebox Direct I NY US

- eBay listing (Auctiva)
- Processing orders, returns, cases, and disputes.
- Customer Service via eBay messages.
- Product data research for product descriptions.
- Inventory (Inventory Source)
- Compiling new products from the supplier for future listing. (Excel)
- Social Media tasks (Facebook & Instagram)
- Image templates for social media posting and promoting. (Canva)
- Organizing products from multiple suppliers.
- Listing and processing orders in the Morecommerce platform.

General Virtual Assistant Jan 2019 - Sept 2019

Pigeon Vitality I UK

- Data Research
- Email Management
- Microsoft Office tasks (Word & Excel)
- Lead Generation using social media (Facebook)
- Google Docs
- MailChimp
- Pipedrive

Appointment Setter May 2017 - July 2018

Alliance Mortgage Group I CO US

- Appointment Setting
- Calendar Management
- Lead Generation (ProspectNow & Corefact)
- Data Research
- Microsoft Office Tasks (Word & Excel)
- Social Media Research (Facebook)
- Email Management

Sales Representative - BPO Aug 2015 - Apr 2017

Result's Companies US Cable Company

- Inbound and Outbound calls
- Processing new account for customer
- Upgrades
- Upselling

Customer Service Representative - BPO Aug 2012 - July 2015

Convergys Philippines I US Cable Company

- Inbound and Outbound calls
- Processing new account for customer
- Upgrades
- Upselling
- General Inquiries
- Basic Troubleshooting
- Billing