

Dear Sir/Ma'am:

I am interested in applying for the position at your institution.

I believe that my skills, education, and working experiences would help forward to attain the vision and mission of your institution. Notwithstanding my personal traits: friendly, reliable, diligent, optimistic, determined, practical, professional, goal-oriented, resourceful, and a fast-learner all constitute a deserving chance influential to the success of the institution.

An early interview is highly appreciated.

Thank you.

Enclosed with this letter of intent are my three (3) paged resume/curriculum vitae for your ready reference.

Sincerely,

A handwritten signature in black ink, appearing to read 'M. Sulit', with a small dot above the final letter.

MARIA PAULA M. SULIT

# MARIA PAULA M. SULIT

Home Address: 28 Taurus Street, Cinco Hermanos Subd.,  
Marikina City, Philippines

Mobile Number: (+63) 9190081622

E-mail Address: mariapaulasulit@gmail.com

Date of Birth: April 21, 1990

Citizenship: Filipino



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## OBJECTIVE

To obtain a position where my enthusiasm can contribute to the advertising strategies and success of your institution

## EDUCATION

- |              |   |
|--------------|---|
| 2009 to 2015 | Bachelor of Science in Tourism Management<br>ST. PAUL UNIVERSITY QUEZON CITY (SPQC)<br>Aurora Boulevard, corner Gilmore Avenue, Quezon City |
| 2007 to 2009 | Bachelor of Arts and Sciences in Communication Arts<br>MIRIAM COLLEGE (MC)<br>Katipunan Avenue, Loyola Heights, Quezon City                 |
| 2003 to 2007 | <i>(continued)</i> Secondary High School<br>KOSTKA SCHOOL QUEZON CITY<br>Katipunan Avenue, Loyola Heights, Quezon City                      |
| 2002 to 2003 | Secondary High School<br>ST. GREGORY'S CATHOLIC SCHOOL<br>Reynolds Lane, Royal Tunbridge Wells TN4 9XL, United Kingdom                      |
| 1996 to 2002 | Primary School<br>HOLY FAMILY SCHOOL<br>Maginhawa Street, U.P. Village Quezon City  |

## WORK EXPERIENCES

February 2018 to Present

**Channel Op LLC** working as an *Account Manager* promoted last January as a *Senior Program Manager-Customer Service*

The e-commerce Account Manager for Amazon is responsible for developing and executing focused sales and marketing plans to meet strategic objectives within the online channel while aligning to both company and key account goals.

Consistently deliver against established account management goals and objectives.

- Analyze key performance metrics for your assigned metro and merchant base.
- Identify areas of improvement, strategy for growth, and long-term retention initiatives.
- Effectively partner and build productive working relationships with peers, leadership, and other departments.
- Act as a main point of contact for Merchants with the goal to develop strong business relationships, create mutual trust, resolve any conflicts, and grow revenue over time.
- Manage numerous accounts concurrently & strategically.
- Work cross functionally with our Merchant Support, City Management, Marketing, and Product teams to deliver simplified processes and optimize for scale.
- Participate in business leadership meetings; developing and driving directions and programs which improve the competitive position and profitability of the organization.
- Effectively utilize internal tools and resources to reduce friction and complexity for customers. Deliver operational excellence for all merchant customers.
- Additional responsibilities include interviewing, training and motivating employees; planning, assigning and directing work.

Senior Program Manager - Customer Service is responsible for successfully guiding the development and execution of the Customer Service program from the planning phase through to execution. I also handle customer feedback, reviews, and inquiries.

March 2016 to January 2018

**2<sup>ND</sup> OFFICE, INC.** worked as *E-Commerce Operations Associate* promoted as *Team Leader* for **Channel Op**

TASKS Highlights:

- Training for the New Hires

- Monitor team members' participation to ensure the training they are being provided is being put into use, and also to see if any additional training is needed
- Manage the flow of day-to-day operations
- Monitor team performance and report on metrics
- Listen to team members' feedback and resolve any issues or conflicts
- Responds to customer email correspondence
- Manages Back-end functions within the *Seller Central* web system interface
- Organizes Product Data in Spreadsheets
- Updates Images, Titles, Bullets, Descriptions and Search Terms for an entire Product Line
- Organizes Data into Excel files and upload into the *Seller Central* to make updates
- Monitors and resolves negative feedback
- Actively reviews Brand product listings to find and fix issues
- Monitors Inbound Shipments from Brand Warehouses to *Amazon* Warehouses and reconciling the shipment
- Reviews advertising campaigns and adjust spend on particular keywords

January to March 2016

**UPWORK.COM**

worked as *Transcriptionist / Proofreader*

TASKS Highlights:

- Listens to a recording and typing the contents into a document; giving clients a written record of the recording
- Examines texts carefully to find and correct typographical errors and mistakes in grammar, style, and spelling

September to December 2015

**ASIA UNITED BANK (AUB)**

worked as *Sales Associate*

TASKS Highlights:

- Handles account opening and maintenance
- Opens bank accounts, processes transactions relative to deposit accounts and other products and services of the bank
- Basic selling and customer service skills

September 2013 to September 2015

**LINKSTAR, INC.** worked as *Link Developer / Marketing Officer*

#### TASKS Highlights:

- Develops, markets and sells products to consumers through the internet promotional sites
- Conducts sourcing and evaluation of websites for potential advertising collaboration, contracting of third party websites
- Negotiates deals and creation of articles and distribution of article to client sites for online marketing
- Strategizes for the growth of clients' website audience that will generate traffic
- Focuses and aims for pages to rank higher in Google search results

#### TRAININGS/SEMINARS/WORKSHOPS ATTENDED

September 12, 2015	"Signature Verification Seminar"
September 11, 2015	"Peso and U\$ Counterfeit"
October 2012	"Is it really more fun in the Philippines?"
November 2011	Workplace Spirituality in Business and Technology: Transcending Towards Globalization and Excellence
July 2011	Basic Leadership Training Seminar entitled, " <i>Spirituality and Excellence: Edge of Paulinian Leader</i> "
February 2011	National Commission for Culture and the Arts entitled, " <i>ANI NG SINING</i> "
October 2010	Tourism P-noy Style

#### SUMMARY

- ✓ Excellent communication skills both written and verbal
- ✓ Proficient in MS Office Applications (*Word, Powerpoint, Excel, and Outlook*)
- ✓ Exhibits keen eye or attention to details and able to work with a sense of urgency
- ✓ Executes effective leadership, organization, collaboration, analytical, and time management skills
- ✓ Able to effectively multi-task and prioritize tasks to meet deadlines and timeframes as required with consistency
- ✓ Flexible and able to perform well under pressure
- ✓ Keeps self-motivated by setting goals and self-disciplined by controlling personal behavior accordingly
- ✓ Maintains good working relationship with peers and always willing to lend a hand