

Jannysa Ostol

jannysaostol@gmail.com ▪ +639189599715
Quezon City, Philippines ▪ linkedin.com/in/iamjavireyes/

Ecommerce Specialist / Project Coordinator

Passion for e-commerce, supply chain, construction, project management and customer service

Dedicated and proactive professional with proven expertise in coordinating complex projects within constraints of an agreed budget and quality criteria, to achieve successful outcomes. Extensive experience in managing e-commerce store/website businesses and construction projects including purchasing & inventory control and continuously improving processes and procedures. Demonstrated capabilities in supervising timely execution of projects by preparing resources and identifying potential risks. Dedicated team player with a collaborative leadership style to engage effectively with all relevant stakeholders and train, coach, and mentor teams.

Highlights of Expertise

- Store Operations Management
- Ecommerce
- Procurement Management
- Customer Satisfaction
- Pricing/Inventory Control
- Cost Reduction
- Shopify Back-end Tasks
- Continuous Improvement
- Teamwork and Capability Building
- Construction Project Management
- Quality Assurance
- Purchasing/Supplier Negotiations
- Digital Project Management
- Product/Competitor Research
- Dispute Resolution
- Stakeholder Engagement
- Strategy and Implementation
- People Leadership and Development

Career Experience

Bollgo/Azoor & Kaufmerk Trading- Shopify

SHOPIFY STORE MANAGER- (November 2020 to Present)

Managed products' addition to multiple Shopify stores/websites including translation of the description of each product for every store per country, uploading of product pictures and design of GIFs for each product page. Controlled pricing and inventory, communicating with suppliers and logistics.

Key Achievements:

- Saved 10- 20% in costs through effective negotiations with suppliers for lower rates and anticipating problems to prevent loss.
- Oversaw back-end tasks for the Shopify store such as editing SKUs, URLs and setting of variants, prices, and promotions.
- Recorded product links in Project Management Tools and carried out regular product research and competitor research.
- Organised training, coaching and mentorship for new team members to develop skills and enhance overall team performance.

Farm Basket PH

SHOPIFY STORE MANAGER (February 2020 to November 2020)

Led client's store website and Facebook, ads marketing, the addition of products to multiple Shopify stores/websites, back-end tasks for Shopify store and customer issues resolution.

Key Achievements:

- Headed processing of order fulfilment, resolution of PayPal, chargebacks and Aliexpress disputes, and email marketing campaigns.
- Tasked with regularly updating records, files and trackers of company to ensure the accuracy of all information.

Big 4 Career LAB

Continued...

CUSTOMER SUCCESS ASSOCIATE (September 2019 to February 2020)

Directed all incoming emails integrated into Freshdesk and incoming messages from Big 4 Career LAB FB pages, handling refund request-response and analysis such as payment issues and disputes in Stripe.

Key Achievements:

- Engaged in converting inquiries to sales and navigating click funnels for client account concerns, maintaining excellent levels of customer service.

Linkage Real Estate and Management Corp

ASSISTANT PROJECT MANAGER & PURCHASE ENGINEER (September 2018 to December 2019)

Supervised construction phase completion in line with approved drawings and specifications, delivering a full range of critical quality assurance, management and technical oversight from an architectural perspective. Coordinated project activities between contractors, suppliers, designers and the client.

Key Achievements:

- Reduced project costs by 20% to 40%, implementing best practices regarding purchasing and procurement.
- Carried out inspection of construction workmanship, materials and methods of equipment, proactive resolution of problems during construction and bidding & awarding of contracts to contractors and suppliers.
- Collaborated with the Project Engineer as to contractors' conformity and non-conformity to approved drawings and specifications.
- Maintained daily construction surveillance logs ensuring contractor compliance with terms and conditions of the contract between the contractor and the client.

Miami Luxury Condos & Prim Short Stays Nottingham

RESERVATIONS SPECIALIST (April 2016 to December 2017)/ (February 2018 to December 2018)

Responsible for responding to guest inquiries, check-ins and check-outs, concerns and complaints on several platforms such as Airbnb, booking.com and the company website. organised listings on several platforms. Trained and mentored new team members.

Key Achievements:

- Steered account transactions especially escalations and following up for pay-outs, adjustments, listings, reviews and other related issues for unit rent outs.
- Delivered excellent levels of customer service to all reservations through effective communication with guest and the management team on-site.
- Enhanced company's social media presence through regular posts and conversion of inquiries into sales.

Additional Experience

Shopify Store Manager (2017 to 2018) ▪ Stone & Grayson Store Manager

Project Management Officer / Engineer (2016 to 2017) ▪ Meralco Industrial Engineering Services Corporation

Sales Associate (2015 to 2016) ▪ Alorica Inc, Graveyard

Customer Service Representative /Sales Associate (2012 to 2015) ▪ Teletech, Graveyard

Education & Credentials

University of the East, 2014- 2016: **BS CIVIL ENGINEERING**

University of the East, 2010- 2012: **BS COMPUTER ENGINEERING**

IT Skills: Shopify / Asana / Slack / Basecamp / Trello / Clickup /Monday / Canva / Stripe / Freshdesk / Mailchimp / CallTools / Zapier /Google Applications / MS Office Applications / WordPress / AutoCAD / Primavera / Staad / Photoshop