



RUSSEL REY ABELLANA

E-COMMERCE VIRTUAL ASSISTANT

EXECUTIVE SUMMARY

I've been working in the BPO industry for quite a while now and with that, I have gained skills that would help me become the best person to look after in such work you might be needing help.

MY EXPERTISE

- eCommerce Virtual Assistant (eBay, Amazon and Shopify)
- Market Research
- Experience in Customer Service and Technical Support
- Real Estate Virtual Assistant
- Social Media Engagement

HOW TO CONTACT ME

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PERSONAL REFERENCES

Jennifer Rodriguez
Telstra powered by Teletech
Sales Coach
(+63) 906 413 6299

Ann Margarreth Deldig
Telstra powered by Teletech
Engagement Lead
(+63) 917 773 1297

RELEVANT EXPERIENCE

E-Commerce Coordinator & Development

Pod & Parcel & Podpac Pty Ltd | October 2020 - Present

- Manage inventory and fulfillment orders using Borderless360
- Develop and maintain Shopify stores based on client requirements
- Customize and design the store UI and other front-end elements to reflect the approved overall store design (mobile & desktop).
- Report website bugs, glitches
- Create and manage wholesale orders and invoices using Xero

Research Analyst

Smart Apartment Data | December 2019 - September 2020

- Visited corporate client offices to offer latest products
- Built relationships with clients to maintain sales goals and create new opportunities

eCommerce Virtual Assistant

Rhemij Home Solutions | July 2017 - June 2019

- Respond to customer inquiries using Amazon Seller Central
- List items from different suppliers using Amazon Seller Central
- Use SKUGRID to manage inventory
- Upload Tracking Numbers using Amazon Seller Central

Inbound Sales Executive

Telstra powered by TeleTech | November 2015 - June 2017

- Upselling Telstra Products
- Help Telstra and Foxtel clients with General or Billing enquiries.
- Troubleshoot technical issues for Telstra and Foxtel clients

Customer Support Representative

ePerformax Contact Center | April 2011 - October 2015

- Help buyers on how to search and buy items on eBay - Help sellers on how to list items on eBay - Feedback Removal Escalations -Help out buyer/seller transactions (Mediation)

SCHOOL BACKGROUND

University of San Carlos

Gov. M. Cuenco Ave, Cebu City, 6000 Cebu
Bachelor of Science in Information and Communication Technology

Provides knowledge and skills in the theories and concepts of IT fundamentals, information systems, application system development, electronic communication systems, and network management.