



MARJELYN EBIO

AMAZON SELLER
VIRTUAL ASSISTANT

PERSONAL PROFILE

A well-organized and technologically competent assistant who is receptive to new ideas and learning opportunities. Committed to achieving optimal results and excel in seeking solutions, driven to help position your Amazon business for sustainable and effortless cash flow.

SKILLS SUMMARY

- Product Research
- Supplier Sourcing
- Keyword Research
- Listing Creation and Optimization
- Inventory Management
- Amazon Sponsored Ads
- Customer Service
- Data Entry

CONTACT INFO

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 [/marjelynebio](https://www.linkedin.com/in/marjelynebio)

 <https://bit.ly/marjelynebio>

OTHER DETAILS

- ISP: Converge Fiber X
- Internet Speed: 100 Mbps
- RAM: 16 GB
- Processor: AMD Ryzen 5 5500U
- Typing Speed: 81 WPM
- Typing Accuracy: 97.8 %

WORK EXPERIENCE

Sr. Customer Service Associate

WNS Global Services Inc | 4 YEARS

- Handled 30+ calls daily, with duties including but not limited to arranging travel accommodations, retrieving customer data, and changing and canceling reservations.
- Resolved customers' concerns and complaints by clarifying the issue, offering options, and explaining the best solution.
- Adhered and maintained knowledge of all policies and procedures and responded quickly to new instructions and methods.
- Remained calm and courteous, especially during moments of customer dissatisfaction.

TRAININGS AND CERTIFICATIONS

Amazon Seller VA Masterclass

AmazoNation PH

- Performed crucial tasks such as finding a winning product using Helium10, negotiating with Alibaba suppliers, conducting basic and advanced keyword research, and producing an optimized product listing.
- Acquainted with navigating Amazon Seller Central dashboard.
- Understood the basics of sending inventory, shipping plan creation, Amazon's PPC, and the importance of product launching.

Sponsored Ads Foundations

Amazon Advertising

- Validates an individual's proficiency in Amazon's sponsored ads - like Sponsored Products and Sponsored Brands - with emphasis on retail readiness, sponsored ads strategy, and campaign optimization.

Amazon Retail for Advertisers

Amazon Advertising

- Topics include differentiating among types of selling partners, navigating the basics of Seller Central and Vendor Central, optimizing product detail pages for retail readiness, and planning with retail insights and analytic tools.

TOOLBOX

- | | |
|--------------------|---------------------------|
| • Helium 10 | • FBA Revenue Calculator |
| • Google Workspace | • AMZ Suggestion Expander |
| • Keepa | • MBS Retriever |
| • Microsoft Office | • DS Amazon Quickview |
| • Canva | |
| • Asana | |