



Jhullylou Amor Seveses

Amazon Virtual Assistant

Dedicated and results-driven professional with extensive hands-on experience in managing Amazon Seller Central. Proven track record of vigilantly monitoring account health metrics, delivering exceptional customer service, and collaborating with internal teams to resolve intricate seller issues. Proficient in Amazon FBA product research and well-versed in policies and procedures. Adept at utilizing technology for comprehensive analysis and maintaining a strong commitment to excellence in customer support.

Contact

Phone

0917-109-6016

Email

amorseveses25@gmail.com

Address

Blk. 3 Lot 14-15 Paulina Homes Subdiv.
Dalipuga, Iligan City, 9200, Lanao del Norte,
Philippines

Education

2007

**Diploma in Materials Science in Engineering
technology Major in Laboratory
Mindanao State University-
Iligan Institute of Technology**

2011

**BS Engineering Technology Management
Mindanao State University-
Iligan Institute of Technology**

2019

**Registered Chemical Technology
PRC No. 0004030**

Skills

- Amazon Seller Central
- Customer Service
- Problem Resolution
- Amazon FBA Product Research
- Amazon Policy Knowledge
- Technology Proficiency
- Permit Processing and Renewal
- Program and Procedure Development
- Record Keeping and Documentation

Language

English

Experience

2023-Present

Freelance

Amazon Seller Central Specialist

- Monitored, analyzed, and oversaw the account health of Amazon sellers, proactively identifying and addressing potential issues.
- Tracked key metrics such as Order Defect Rate (ODR), Late Shipment Rate (LSR), and valid tracking rate to ensure optimal account performance.
- Provided prompt and efficient customer service to Amazon sellers through various communication channels, addressing concerns, resolving disputes, and assisting with account-related inquiries.
- Investigated and resolved seller account issues, including product listing problems, account suspensions, and order disputes, collaborating with internal teams to determine optimal solutions for sellers.
- Conducted thorough account health assessments and offered recommendations for improvement.
- Collaborated with internal teams, including Seller Performance and Seller Policy teams, to resolve intricate issues and enhance overall seller experience.
- Formulated correspondence for the release of withheld funds within the account.

2020-2023

PowerSource Philippines Inc. | Kiwalan, Iligan City

Administrative Support Specialist (Environmental Compliance)

- Spearheaded the implementation, monitoring, and reporting of environmental compliance measures, ensuring company-wide adherence to regulations.
- Streamlined permit processing by implementing efficient online account systems, resulting in a significant reduction in processing times.
- Ensured strict adherence to government regulations and maintained timely report submissions, minimizing the risk of non-compliance penalties.
- Coordinated closely with regulatory bodies, including DENR-EMB, PDEA, and PNP, fostering positive relationships and facilitating smooth interactions.
- Developed and implemented comprehensive compliance programs and procedures, enhancing the overall environmental management framework.
- Monitored process parameters and ensured strict adherence to implementing rules and regulations, promoting a culture of continuous improvement.
- Actively participated in permit renewals, demonstrating a proactive approach to managing compliance across all operational areas.
- Maintained meticulous records, providing a reliable reference for audits, and facilitated seamless communication between departments to enhance overall compliance efficiency.

COURSE

AMZ Training Camp

Amazon FBA Online Arbitrage Product
Research Course
October- November 2023

SOURCING TECHNIQUES

- Manual Sourcing
- Reverse Sourcing
- Storefront Sourcing
- Keepa Sourcing