



# Remedios Lucas

## Customer Service Representative

✉ [rem.freelancingservices@gmail.com](mailto:rem.freelancingservices@gmail.com)

📧 [Remi](#)

📘 [Rem Lucas](#)

🌐 [Rem L.](#)

[Online Portfolio](#)

## EDUCATION/ TRAININGS

- **Sandbox VA**  
*Amazon Account Management*  
Completed in 2023
- **Amazonation PH**  
*Certificate in Amazon Account Management*  
Completed in 2022
- **Nueva Vizcaya State University**  
*Bachelor of Secondary Education*  
Completed in 2002

## TOP ONLINE SKILLS

- Customer Service
- Virtual Assistance
- E-commerce
- Amazon (Product Research, Supplier Sourcing, Keyword Research, Listing Creation, Amazon Copywriting, Amazon Sponsored Ads, Customer Service, Inventory Management)
- Sales Support
- Email

## PROFILE

More than eight years of solid experience providing seamless customer service experience to ensure loyalty and retention of customers

## WORK EXPERIENCE

### SANDBOX VA | Amazon Account Specialist I Internship *July 2023 - Oct 2023*

- Brand Management, Listing Creation & Management, Inventory Management
- Inventory Forecasting, FBA Shipping Management, Returns Management
- Account Health Management, Fixing Listing Issues, Case Log Management
- A+ Content Management, Customer Feedback, Reimbursement and Disputes
- Performance Notifications, Resolving Issues Like Suppressed Listing, Stranded Inventory, and more.

### ORCA| Ecommerce CSR *Jan 2023-June 2023*

- Did chat support, email support, sms, and phone support.
- Managed and responded to customer chats and emails promptly and professionally
- Engaged with and responded to comments and messages on our social media channels
- Handled inquiries and complaints and ensuring timely resolution
- Managed and coordinated ongoing orders with our fulfillment warehouse
- Order fulfillment via chat, email, SMS, or phone using our control panel
- Processed and managed returns, refunds, and warranty claims.
- Coordinated with third-party logistics regarding shipments.
- Created listings and bundles for the website as well as for other social media platforms

### SHOPEE | Ecommerce Specialist/CSR *Feb 2022- Nov 2022*

- Product Launch
- Listing Creation
- Troubleshooting of Listing and Images
- Uploading Images in the Seller dashboard
- Maintain Account Health and store performance
- Creating, managing and analysing campaign ads Managed and responded to customer chats and emails promptly and professionally
- Managed and coordinated ongoing orders with our fulfillment warehouse
- Processed and managed returns, refunds, and warranty claims.
- Coordinated with third-party logistics regarding shipments.

## SOFTWARES / PROGRAMS

- Internet Communications – Skype, Zoom, Google Hangouts, Viber, WhatsApp
- Social Media – Facebook, Twitter, Google+, Pinterest, Instagram
- Project Management Tools – Helium 10, Jungle Scout, Google Docs, Facebook Workplace, Unicorn Smasher, MBS Retriever, AMZ Suggestion Expander, Slack, Discord
- Virtual Assistance – MS Office (Excel, Word, PowerPoint), Gmail (Email, Docs, Reader, Calendar)
- Strikingly- for simple designs
- Canva – for simple designs
- Chatgpt

## REFERENCES

### Nardo Estabillo

**Phone:** +639390971524

**Email:** nardoe@regalcredit.com

### Abbie Patterson

**Phone:** +19174429192

**Email:** abeystar@gmail.com

### AMAZONATION | Amazon VA Trainee

*May 2021–Jan 2022*

- Product Research
- Supplier Sourcing
- Keyword Research
- Product Listing
- Creating, Managing and Analyzing campaign Ads (PPC)
- Inventory Management
- Customer Service

### ETIHAD AIRWAYS | Customer Service

#### Representative

*June 2014 – May 2020*

- Provide first call resolution for all guest enquiries and OBE
- Comply with set standards of customer service for inbound calls across all markets in order to ensure customer confidence, satisfaction and loyalty.
- Achieve individual revenue and customer service targets to support delivery of team/departmental targets
- Promote the products and services of Etihad
- Support other departmental functions as required

### SERCO | Customer Service Representative

*July 2011 – Dec 2013*

- Monitored and maintained station operational status and ensured the safety and comfort of passenger movement within the station premises;
- Provided ticket sales, train services information and responded to passenger enquiries.
- Handled cash collections from Automatic Vending Machine
- Meet and greet customers and provided a highly visible and proactive level of customer service.
- When dealing with customers of the Dubai Metro, ensured that matters were handled tactfully and sensitively as appropriate and strictly followed the guidelines, procedures and instructions of the organization.
- Followed safe working procedures personally and wear appropriate protective gears as required and looked out for the safety of others.