



Vanessa Tung Yuet Ling

Work Experience

E-Commerce Executive

DIGITALAB SDN BHD | Aug 2020 – Dec 2021

- Listed products for OnBuy and Amazon marketplaces
- Optimized product page and content on website (SEO)
- Processed orders from OnBuy and Amazon marketplaces
- Handled online chat and emails (OnBuy, Amazon, and HubSpot)
- Handled complaints on PayPal and TrustPilot
- Managed inventory for different markets
- Managed price for OnBuy and Amazon
- Sales Management for OnBuy, Amazon
- Created product promotions for OnBuy, Amazon
- Analyzed marketplaces and competitors
- Updated Amazon sales report

Practical Trainee

OSUKI COMMERCE SDN BHD | Dec 2019 – Feb 2020

- Enriched products for OSUKI online store, Shopee, LAZADA, Lelong, Presto Mall, and Qoo10 (used Unicart)
- Processed orders from Shopee, LAZADA, and Astro GoShop
- Handled phone support and online chat (Shopee, LAZADA Singapore & Malaysia)
- Adjusted stock balance on AutoCount Express to reflect the physical stocks
- Created promotion bundles for products on LAZADA Singapore & Malaysia

Practical Trainee

MYDIN MOHAMED HOLDINGS BHD | Jan 2018 – Apr 2018

- Enriched products for Shopee (Mydin) and Mydin online store (used IVIS Sonetto Retail Suite Product Information Management module)
- Created product promotions for Mydin online store (used IVIS Sonetto Retail Suite Product Promotions Management module)
- Arranged shipments for orders in Shopee (Mydin)
- Updated Shopee sales report

Academic History

University of Wollongong, Australia

Bachelor of Information Technology 3*0 | E-business, Network Design and Management | July 2018 – December 2020

- Distinction with a weighted average mark of 82

INTI International College Subang

Diploma in Information and Communication Technology | Apr 2016 – Jan 2018

- CGPA 3.65 / 4.00

SMK Jinjang

Sijil Pelajaran Malaysia (SPM) | Jan 2011 – Dec 2015

- 4A+ 2A 3A- 1B+

Get in touch!

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46150 Petaling Jaya, Selangor.



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Employer Projects

DXC Plantation Management

July 2019 - July 2020

- **Objective:** To develop a prototype with the use of IoT that detects the air temperature, air humidity, and soil acidity, as well as a web system to help in palm oil plantation management
- **Role:** Researcher, Graphic Designer

AIG Network Capacity Forecasting Project

March 2020 – June 2020

- **Objective:** To create a forecasting platform to determine the most effective methods with highest statistical accuracy, given the data within expected format
- **Role:** Data Modeling (R)

Courses Management System for Lifesaving Society of Malaysia

Aug 2018 – Nov 2018

- **Objective:** To design and develop a mobile-based courses management system to facilitate submission, tracking, payment for lifesaving certification courses
- **Role:** Project Secretary

Fuji Xerox Employer Project Proposal

Aug 2017 – Nov 2017

- **Objective:** To utilize IT technology in generating sales leads to improve sales revenue
- **Role:** Researcher, Presenter

YAMAF Mobile Application Project

Apr 2017 – Aug 2017

- **Objective:** To create a mobile application for YAMAF Taekwondo
- **Role:** Project Secretary, Graphic Designer

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Skills

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Visio
- Complaint Handling
- Sales Forecast
- Stock Management

Languages Spoken

- English
- Mandarin
- Cantonese
- Malay

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Reference

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Relationship: Manager

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