



DENIS R. MELCHOR

**General Virtual Assistant
Executive Virtual Assistant
Amazon Virtual Assistant
Customer Service Specialist**

"I never dreamed about success. I worked for it!"

Your **Best Candidate** has landed! I am an **Experienced and High-Skilled Amazon Virtual Assistant**. I am capable of performing Product Research, Supplier Sourcing, Product Listing, Inventory Research, and more. Keyword Research, Pay-per-click Management, Customer Care, and Inventory Management are all skills I possess. I am constantly committed to producing high-quality results and ensuring that my clients are satisfied with my acts and deeds. I guarantee that I meet and exceed my client's expectations and timelines.

More so, I am a **Top Performing General Virtual Assistant** with quality experience in **Customer Service** and as a **Data Entry Specialist**. I do ensure that projects are completed on time and with extreme confidentiality. I strive in fast-paced, virtual environments, following established procedures and practices to exceed all customer expectations.

My outstanding organizational and communication skills enable me to provide precise administrative support and customer service to my clients. I am efficient, productive, self-motivated, resourceful, and organized. When working remotely, I am always eager to utilize my exceptional administrative and clerical expertise. I am confident that my background and expertise will be an asset to your organization and that I will be able to make a substantial contribution to its success.

I am very excited to contribute my proven administrative and technical skills to your company. I am highly motivated to assist you to grow your business and achieve your goals by providing quality and efficient service to all of our clients.

CONTACTS



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Al Satwa, Dubai, UAE



<https://www.onlinejobs.ph/jobseekers/info/2588442>



<https://www.facebook.com/denis.melchor.568/>



[https://www.linkedin.com/in/denis-melchor-](https://www.linkedin.com/in/denis-melchor-372342271/)



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<https://www.upwork.com/freelancers/>



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OPPORTUNITIES DO NOT HAPPEN, YOU CREATE THEM!

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FULL-TIME



UBIQUITY GLOBAL SERVICES Realtime Analyst & Risk Analyst Operation February 2020- May 2023

- Ubiquity offers multilingual, end-to-end solutions across industries, such as customer experience management services, interactive voice response (IVR) and AI-enabled technologies, as well as Banking Operations support.
- As a **Real Time Analyst**, my responsibilities included analyzing data to spot patterns in the actions and preferences of customers and producing reports based on those observations. I monitored data feeds from financial markets to identify trading opportunities or risks to the company's interests. I also tracked news stories, blog posts, social media, and other online sources for mentions of the company or its products. I conducted research to identify new opportunities for business development or potential risks to existing business operations.
As the **Operational Risk Analyst**, I
- assisted the business in mitigating risks arising from internal processes, individuals, and systems. I investigated the procedures/processes an organization employs in the course of its operations, documented these activities, and where necessary, tightened procedure. I gathered information pertaining to operational risk from internal and external sources and performed statistical analyses to quantify hazards.

PART-TIME



AMAZON U.S Virtual Assistant Client-Based via LinkedIn August 2022- April 2023

- I was in charged of managing the process of tracking product sales information. I kept an eye on it, made sure it was sent, and then followed up with each client. I set up the carrier for the packages and provided the customers with a tracking number for their packages.
- I managed the process of tracking product sales information. I kept a close watch on it, made sure it was sent, and then followed up with every client. I set up the carrier for the packages and provided the customers with a tracking number for their packages.
One of my primary jobs consisted of
- completing various content writing and SEO tasks. I developed persuasive email marketing messages that attracted a significant number of customers. I crafted subject lines that drew the attention of customers, encouraging them to click, message, and engage with me, which resulted in an increase in the number of products sold. Reviews, whether positive or
- negative, are critical in business. I responded to every assessment I receive. As a VA, it was my responsibility to help customers by providing honest and professional feedback on reviews.

FULL-TIME



INFOCOM TECHNOLOGIES INC.
Customer Service Representative
October 2016- January 2020

- This customer experience management specialist is situated in the Philippines and has more than two decades of experience. It offers an outstanding solutions, cutting-edge technology, and unwavering dedication to all clientele.
 - As a **Customer Service Representative**, my responsibilities included opening and maintaining client accounts by recording account information, resolving product or service problems by clarifying the customer's complaint and determining the reason of the problem, and answering questions about the company and its products. I identified and discussed the best option to fix the problem. I expedited up the process of correction or adjustment, followed up to make sure the issue was resolved, and I maintained the financial records by processing client adjustments. I generated product or service reports
 - by gathering and evaluating customer information, recommending possible products or services to management, and analyzing consumer needs. I also contributed to the team's effort by completing related tasks as required.
- I was in charged for managing large
- volumes of incoming contacts, generating sales leads, identifying and assessing customer needs.

PART-TIME



AMAZON U.S
Virtual Assistant Client-Based via OLJ
November 2021- July 2022

- Research is an essential component of any successful enterprise. As an **Amazon Virtual Assistant (VA)**, I assisted my client in conducting appropriate product research in order to provide crucial information. These include conducting research to identify products that can be purchased at wholesale prices, negotiating with suppliers, searching for the best deals, and obtaining samples of products that can then be sold on Amazon.
 - In addition to that, I was in charged of managing my client's social media accounts, providing customer service, conducting product research, and listing products online, among other remote commitments. One of my duties included completing
 - client orders, which can frequently consume a significant amount of the client's time. But with me as their Amazon Virtual Assistant, I took care of order entry, billing, and shipping on a continuous basis.
- I managed to keep customers coming
- back by keeping the inventory up to date. As more orders arrived, the products change. There are also changes in the product's descriptive elements that I was responsible for updating on a regular basis.

WORK EXPERIENCES

FULL-TIME



Diamond-H Marine Services
& Shipping Agency Inc.

DIAMOND-H MARINE SERVICES

Seafarer

March 2015- September 2016

- It provides services for worldwide ship owners, all sorts of ocean-going vessels, tonnage, and registries, demonstrating the company's capacity to meet a variety of needs.
- My responsibilities included operating cranes, forklifts, and other equipment used to load and unload cargo, communicating with other crew members about daily operations, maintenance issues, and emergencies, maintaining a ship's deck machinery, including winches, rigging, and mooring equipment, and performing routine maintenance on engines, generators, pumps, and other equipment.



JOLLIBEE CORP.

Service Crew

November 2010- August 2013

- This is a Filipino restaurant chain operated by Jollibee Foods Corporation. As of December 2021, JFC had approximately 1,500 Jollibee locations globally.
- As a Service Crew, I was responsible for performing tasks related to the manufacture of meals or serving customers at the cash register in accordance with normal operating procedures. I ensured that operations ran well by following all of the store's procedures and maintaining a clean and organized workstation.

PART-TIME



CLIENT BASED via WOODBOWS

Virtual Assistant

March 2021- October 2021

- WoodBows is a virtual assistant company based in the US. They also have offices in the UK, and their assistants are based in the US, Philippines, and India.
- I do secretarial work and provide day-to-day administrative support to my client, which includes answering phones, managing correspondence, arranging appointments, and making travel plans. I utilized the tools such as Trello,
- Canva, WordPress, and Google Suite for project preparation. I prepared spreadsheets for my client and kept online records. I also organized the calendars of management, conducted market research and developed presentations as instructed. I was in charged of handling the small details to keep my client's business moving so that he can focus on his other large business goals. I was also tasked to manage expense reports, orders, and confidential financial information. I maintained a consistent working relationship with the client, which, in the end, resulted in the development of an ongoing professional partnership.

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WORK EXPERIENCES

PART-TIME



CLIENT BASED via ADVANCE VA General Virtual Assistant August 2020- February 2021

- I was tasked to be a personal virtual assistant of a client wherein I respond on her behalf to emails and phone calls.
- I was able to improve my oral and written communication skills, which are important because emails, reports, presentations, and phone conversations are all important ways for businesses to communicate with clients, customers, and employees.
- I handled administrative projects assigned to me and deliver high-quality work under minimum supervision. I became more dependable whenever I was given a task. My client and I developed a trusting and productive working connection.
- I made consistent posts on social media accounts and carried out straightforward website changes, such as adding frequently asked questions to Wordpress websites, blogs, and other platforms. I made reservations and confirmed them for the required lodgings, logistics, and travel arrangements.
- Because I always give my best performance whenever I work, the client has been generous enough to reward me monetarily for my efforts.



CLIENT BASED via VA TALENT Virtual Assistant January 2020- July 2020

- VA TALENT is an outsourcing business method of employing virtual assistants from outside a company to perform services or produce items that were historically undertaken by the company's own employees and personnel.
As a Personal VA, I ensure success. I have strong organizational skills and extensive expertise in a secretarial capacity. I am sensitive to my client's demands and work independently to give individualized administrative help. I answered emails and phone calls, plan meetings, book trips and accommodations, and maintain a contact list.
- The more responsibility I was given, the more reliable I became. My relationship with my client has grown to be both trustworthy and fruitful.
- I was careful to keep up a productive working relationship with the customer, which, in the end, led to the formation of a continuing professional collaboration.

EDUCATIONAL BACKGROUND



UNIVERSITY OF MAKATI

2008-2013

Bachelor of Science in Computer Science

- The University of Makati (Filipino: ~~Unibersidad ng Makati~~ or Pamantasan ng Makati), commonly referred to as UMa*k*, is a public, nonsectarian LGU funded higher education institution in Makati, Metro Manila, Philippines.
- This four-year program includes the study of computing concepts and theories, algorithmic foundations, and novel computing developments. The program prepares students to design and develop algorithmically complex software, as well as to create novel and effective algorithms to solve computing problems. It prepares students to acquire the skills and disciplines necessary to design, write, and modify software components, modules, and applications that comprise software solutions.

PROFESSIONAL SKILLS

- Excellent verbal and written communication, critical thinking, problem-solving, and extensive knowledge of language and spelling.
- Outstanding computer skills and research-oriented approach.
- Highly-determined
- Strong time-management skills and the ability to organize and coordinate multiple projects at once.
- Adaptability
- Creativity and reliability
- Customer service
- Product research
- Data Analysis
- Lead Generation
- Able to work under pressure
- Ability to multi-task
-

COURSES ATTENDED



Pro VA Trainings

- *General Virtual Assistant
- *Social Media Marketing
- *Amazon VA an In-Depth Course



Amazon Prime PH

- Amazon FBA Product Research
- Listing Optimization
- *Pay Per Click
- *Graphic Design
- *Customer Service



HubSpot Academy

- *Inbound Social Media Strategy
- *Social Monitoring
- *Content Strategy
- *Social Engagement



YOUR VA BUDDY

- *Amazon Store Management
- *Amazon Product Research
- *Product Listing

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TRAININGS ATTENDED

YEAR

- Amazon Product Research (Refresher)
- Basic Amazon Store Management (Refresher)
- Canva Pro
- Adobe Photoshop
- AMZ Scout
- Keepa
- Jungle Scout
- Shopify Basic Apps and Operations
- Amazon FBA

2023

- Amazon Product Finder
- DS Amazon Quickview
- Seller Central Operations (Revisit)
- Helium 10 Basic Navigation (Revisit)
- AMZ Scraper Navigation
- Tactical Arbitrage Navigation (Revisit)
- Amazon Dropshipping (Revisit)

2022

- Bitrix 24 Management
- Shipstation Navigation
- Amazon E-Commerce Product Knowledge
- and Customer Service (Revisit)
- Advance Excel Operations

2021

- Basic Photoshops and Adobe Photo Effects
- Sprint Telecommunications Product Knowledge
- Seller Central Operations
- Ecomhunt Navigations
- Edesk & Zendesk Navigations

2020



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CHARACTER REFERENCES

Complete Name: Ruby Rose Orbillo
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Complete Name: John Jynell Motilla
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I hereby declare that all information stated in this CV are all valid and true.


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