

Team Leadership | Process Improvement | Operations Management

Professional Summary

Results-oriented professional with over four years of experience in process optimization, purchasing, and operations. I have a proven track record in managing high-volume workflows, improving team efficiency, and driving customer satisfaction. As a former Online Purchasing Specialist, I gained hands-on experience in Airtable, Keepa, and eBay, handling sourcing, listings, and fulfillment to maximize profit. Additionally, I am a certified full-stack web developer with a strong technical foundation and a data-driven approach. I am a quick learner committed to exceeding goals and delivering continuous growth.

Key Skills

✓ Problem Solving ✓ Process Optimization & Efficiency ✓ Communication & Collaboration ✓ Flexibility & Adaptability

Professional Experience

Virtual Operations Specialist, BSV LLC, November 2024 – July 2025

Purchasing

- Supported revenue growth from an initial ~\$10K in January to \$100K+ monthly within five months.
- Oversaw secure banking activities, credit account management, and verification processes for the owner.
- Executed purchasing decisions to maintain inventory levels aligned with sales goals.
- Tracked and organized leads using Airtable to support timely procurement.

Business Development Officer

- Streamlined internal Airtable systems by creating formulas and workflows to improve team efficiency.
- Identified process bottlenecks and implemented low-code solutions to support scalability.
- Contributed to operational improvements that reduced manual tasks and improved decision-making speed.

Sourcing

- Researched online marketplaces to identify profitable, in-demand products.
- Monitored pricing trends and seller competition to guide purchasing strategy.
- Assessed product viability through data-driven research and margin analysis.

eBay Store Operations

- Managed eBay listings, pricing updates, and product descriptions for accuracy and appeal.

Remote Chat Support Specialist, Teletech Philippines, January 2021 – April 2021

- Utilized chat engagement tools to interact with customers and resolve inquiries and issues efficiently. Consistently ranked among the top performers in my batch based on key performance metrics.

Assistant Restaurant Manager 2, Petrodis Food Corporation (Jollibee N. Domingo), Mar 2017 - Feb 2019

- Supervised daily store operations, ensuring shift coverage, product availability, and service quality.
- Led in-store promotions and large-order execution, boosting customer satisfaction and repeat business.
- Received consecutive Gold Standard Awards for excellence in service, crisis response, and team management.
- Analyzed sales data and implemented improvements, including Excel tools that increased admin efficiency by 20%.
- Handled staffing, customer relations, and compliance to maintain a high-performing, customer-centric environment.

Assistant Supervisor, Refreshers Food and Beverages Inc. (Gourmet Farms Inc.), Mar 2015 - Jul 2016

- Engaged with guests to assist in orders, handled cashier duties, and demonstrated strong customer service skills, attention to detail, and teamwork.

Professional Training, Education & Reference

Full Stack Development, Zuiitt Coding Bootcamp, June 2019 – September 2019

- I am a dedicated graduate of a three-month intensive bootcamp in full stack web development, where I gained hands-on experience and developed a strong foundation in front-end, back-end and database technologies, including HTML, CSS, Javascript, Java, and SQL.

Bachelor's Degree in Hotel and Hospitality Management, Pamantasan ng Lungsod ng Maynila, 2009 – 2014

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