

JHON ELDRED CABIDO

VIRTUAL ASSISTANT

A skilled and goal-oriented person who provides efficient administrative support to streamline operations and support business success.



QUALIFICATIONS

- The experiences and professional training I gained improved my knowledge and competence in organization, leadership, and excellent customer service.
- I am keen on details and ensure every project I handle is completed ahead of time without compromising its quality.
- I have a great work ethic, am highly trainable, and always seek feedback to continuously improve my work.

TOOLS/SOFTWARE

- Seller Central and Vendor Central
- Teams
- Shopify
- Wrike
- SKU Vault
- Ship Station
- Outlook
- Slack
- Keepa
- Zoho
- Zendesk
- Walmart
- Etsy

CONTACT

 <https://jhoneldred.mystrikingly.com/>

 www.linkedin.com/in/jhoneldred

EXPERIENCE

Customer Service Representative and Amazon Operations Manager

OCT 2024 - MAY 2025

- Respond to Zoho tickets, check spam, and ensure timely, accurate customer communication.
- Create tickets for listing issues, update SC/VC listings via Confluence, and mark irrelevant tickets to meet SLA.
- Validate ShipStation orders, handle Outlook cancellations, and check Shopify for fraudulent transactions.
- Maintain listings across US/Canada, fix images, manage canonical links, upload via flat file, and update Amazon pricing.

Amazon Account Manager

JUNE 2023 - JULY 2024

- Responding to customers' various issues through chat and email.
- Helping customers fix machines through detailed troubleshooting steps
- Processing refunds, replacements, returns, cancellations, and tracking deliveries
- Tracking returns of the machine, reviews, and feedback on Amazon Seller Central

Amazon Virtual Assistant - CLS Academy

JULY 2022 - JUNE 2023

- Does online arbitrage and uses Keepa graph and sourcing tools to analyze product data.
- Create KPI, PPC, and Inventory Reports.
- Account Health Management