

JOHN WESLEY QUINTERO

Marketplace/Reimbursement Support

Please click each positions below to review my work samples.



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Click this link to access my Portfolio



Tagum City, PH



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EDUCATION

Bachelor in Elementary Education

University of Southeastern Philippines – 2015 to 2019
(Licensed Teacher)

Information Technology
Magugpo Institute of Technology –
2011 to 2014 (NC-II)

EXPERTISE

Account Management

Admin | Operation Support

Marketplace Support

Reimbursement Claims

PLATFORMS

AMAZON | SHOPIFY | WALMART

EBAY | BUY BUY BABY |

Experience

03/04/2024 to 9/9/2024

Bulk Buy America | Item Specialist

- Handle vendor huge list from the supplier
- Creating and updating MOQ and website stocks using BBA criteria (Vlookups, Keepa, Price Checker 2)
- Finding prospect items to be purchased by Amazon sellers.

08/09/2022 to 10/28/2023

Champion E-com LLC | Operations Manager

- Handle vendor Negotiations to secure more discounts and build good relationships.
- Collaborate with the direct US team to develop strategies and best practices for automation tools.
- Create instructional materials and SOPs to guide the VAs
- Provide training with the VAs to ensure best practices and improve the workflow process.
- Check purchase orders and provide buy recommendations to the purchasing team.

10/06/2021 to 07/18/2022

Adorama | Marketplace Support (Case/Reimbursement Management)

- Handle listing issues and A-Z Claims
- Handle reimbursement claims: Destroyed Inventory, Damaged Inventory, Misplaced and Lost Inventory, Customer Returned Orders, Missing FBA Shipment Units.
- Regularly assess and address stranded inventory issues to maximize sales potential
- Monitor and address daily seller performance notifications to maintain account health
- Write appeals to Amazon for listing issues for removed listings, suppressed listings, and posting errors.
- Update stock issues and pricing errors
- Research Amazon's policies and guidelines to ensure appeals are accurate and effective
- Collaborating with other members of the appeal team to develop strategies and best practices for successful appeals
- Staying up-to-date with changes to Amazon's policies and guidelines, as well as industry trends and best practices for selling on Amazon.

08/18/2018 to 09/15/2021

Sales.support | Wholesale Buyer

- Monitor repricing tools to make sure all prices are updated.
- Report daily seller performance notifications, and stranded and unfulfillable inventories to the seller support team.
- Report reimbursement claims: Destroyed Inventory, Damaged Inventory, Misplaced and Lost Inventory, Customer Returned Orders, Missing FBA Shipment Units.
- Perform product/brand ungating process by securing invoices, and letters of authorization.
- Handle vendor outreach and secure pre-vetted pricelist from the wholesale vendors.
- Creating purchase orders and monitoring restock limits to do reorders before placing orders.
- Reconcile invoices to update the system and buying power.
- Assist the assigned micro-team.

Tools

Asana | Jira Software | Slack | Apollo | Notion | ClickUp |
Integromat | Airtable | Hubspot | Gsuite | MS 365 | AS400 |
Canva | ChatGPT | Smartscout | Analyzer Tools | SellerAmp SAS
| Helium 10 | Repricer Tools | Keepa | Sellerise | Price Checker 2