

STEVEN E. LEE
stevelee83@gmail.com
310.386.5065

EDUCATION

University of California, Los Angeles
Bachelor of Arts in Asian American Studies

09/05 – 06/07

Diablo Valley College, Pleasant Hill, CA
Concentration in Business Economics

08/02 – 08/04

EXPERIENCE

Content Operations

FC2, Inc.

01/13 – Present

Qlipso, Inc.

08/10 – 12/12

Veoh Networks

01/08 – 04/09

- Reviewed all uploaded media to ensure that it was compliant with the website's terms of use policy
- Assisted in resolving all issues pertaining to copyright infringement
- Interacted with customers via social media to provide support for account and technical issues

Chief Operations Officer, Sky Eli

08/13 - 03/22

- Maintained a 99% lifetime rating as a Fulfilled By Amazon seller with over 7,000 positive reviews through successful fulfillment and cordial customer service
- Established procedures to ensure 100% inventory accuracy during the inbound and outbound shipping process
- Examined sales data and other influencing factors to accurately predict inventory needed to meet demand
- Analyzed Amazon keyword and search term data to find potentially profitable items to sell
- Increased the visibility and sales of poorly performing products through advertising and listing optimization

EXPERTISE

- ★ Accustomed to working in fast-paced environments and shifting responsibilities when necessary
- ★ Experienced in content policy, anti-abuse, and reviewing online content
- ★ Dedicated to providing excellent customer support