

 (713) 555-7890

 jeanne.gonzalez@gmail.com

 Houston, TX

EDUCATION

Bachelor of Business Administration in Marketing

University of Houston, United States, Houston, TX

2015 - 2019

E-commerce Essentials

Shopify Academy, 2023

Amazon FBA & Seller Central Fundamentals

Udemy, 2020

Customer Service Foundations

LinkedIn Learning, 2019

SKILLS

- Shopify, Amazon Seller Central, eBay, WooCommerce
- Product listing optimization, inventory management, SKU management
- Handling inquiries, returns, refunds, and feedback resolution
- Social media content creation, email marketing, SEO for product listings
- Canva, Photoshop, Excel, Google Workspace, Trello, Slack
- Sales tracking, KPIs, Google Analytics, and marketing insights

JEANNE GONZALEZ

E-COMMERCE VIRTUAL ASSISTANT

PROFESSIONAL SUMMARY

Results-driven E-commerce Virtual Assistant with 5+ years of experience in managing online stores, optimizing product listings, and providing exceptional customer service for small to medium-sized businesses. Skilled in using popular e-commerce platforms like Shopify, Amazon, and WooCommerce to drive sales and improve operational efficiency.

EXPERIENCE

- January 2021 - Now

E-commerce Virtual Assistant

Freelance / United States, Remote

- Manage daily operations of online stores across Shopify, Amazon, and eBay for multiple clients, maintaining high customer satisfaction and timely order fulfillment.
- Create optimized product listings with engaging descriptions, competitive pricing, and high-quality images, resulting in a 30% increase in average sales per listing.
- Handle inventory updates, tracking stock levels and coordinating restocking to ensure high product availability while reducing excess inventory.
- Provide responsive customer support, resolving inquiries, and issues within a 24-hour timeframe, improving customer retention and positive feedback rates by 40%.
- Monitor and analyze sales data and customer feedback to create actionable insights for improved product marketing and pricing strategies.

- April 2019 - December 2020

E-commerce Assistant (Part-Time)

Modern Home Decor / United States, Houston, TX

- Supported the team in managing over 500 products on Shopify and WooCommerce, regularly updating listings, pricing, and stock availability.
- Enhanced product visibility through SEO-driven descriptions and keywords, increasing website traffic by 20% within six months.
- Created promotional content for social media and email marketing, including graphics and copy, contributing to a 15% boost in conversion rates.
- Assisted with competitor analysis and market research to identify trends and potential product opportunities.
- Trained two team members on e-commerce software and best practices for order processing and customer service.