

## ARMANDO ESTEVE ALBARICO JR

📍 Montalban, Rizal, Philippines

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### AMAZON OPERATIONS & WORKFORCE MANAGEMENT SPECIALIST

Results-driven Operations and Workforce Management Specialist with extensive experience in Amazon FBA dispute resolution, workforce management, real-time operations monitoring, inventory management, and data analysis. Skilled in handling high-volume operational workflows, shipment discrepancy investigations, reimbursement filing, intraday staffing analysis, and reporting. Proven ability to maintain accuracy, productivity, and operational efficiency in fast-paced environments. Experienced in Amazon Seller Central operations, Google Sheets automation, workforce tools, and cross-functional operational support.

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### CORE COMPETENCIES

- Amazon Seller Central Operations
  - Amazon FBA Shipment Discrepancy Investigation
  - Reimbursement & Dispute Filing
  - AWD & FBA Shipment Review
  - Workforce Management (WFM)
  - Real-Time & Intraday Monitoring
  - Schedule Adherence Monitoring
  - Forecast vs Actual Analysis
  - Reporting & Data Analysis
  - Inventory Reconciliation
  - Google Sheets & Excel Automation
  - Operational Support & Coordination
  - Data Entry & Documentation
  - Process Improvement
  - Problem Solving
  - Time Management
  - Team Collaboration
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## **TECHNICAL SKILLS**

### **Amazon & Operations**

- Amazon Seller Central
- FBA Shipment Investigation
- Inventory Reconciliation
- Case Management & Escalation
- Shipment Review & Resolution
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### **Workforce Management Tools**

- NICE / IEX WFM
- WFM Now
- Intraday Monitoring Tools
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### **Google Sheets / Excel**

- VLOOKUP / XLOOKUP
  - FILTER
  - QUERY
  - COUNTIF / SUMIF
  - Pivot Tables
  - Conditional Formatting
  - Reporting Dashboards
  - Automated Tracking Sheets
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## **PROFESSIONAL EXPERIENCE**

### **THREECOLTS LLC**

#### **Case Reviewer / Filer Level 3**

August 2025 – May 2026

- Reviewed and investigated Amazon FBA shipment discrepancies, shortages, and overages.
- Filed reimbursement disputes for missing, damaged, and incorrectly received inventory.
- Conducted AWD and FBA shipment investigations using Amazon Seller Central tools.
- Managed high-volume case filing and maintained daily productivity and accuracy targets.

- Utilized Google Sheets and reporting tools to monitor case progress and operational workflows.
- Coordinated with team members to ensure timely dispute resolution and case completion.

**Key Achievement:**

- Successfully handled complex Amazon reimbursement and shipment discrepancy cases while maintaining quality and operational efficiency.
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**CONCENTRIX**

**Senior Representative – Real-Time Management (Citi Collection)**

August 2024 – August 2025

- Monitored intraday staffing and workforce performance to ensure service level targets were achieved.
  - Tracked schedule adherence, shrinkage, and staffing deviations.
  - Analyzed operational trends and recommended staffing adjustments.
  - Generated operational reports and workforce performance analysis.
  - Coordinated with operations teams to improve staffing efficiency and service delivery.
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**CONCENTRIX**

**Senior Representative – Real-Time Management (AT&T MSS)**

May 2023 – July 2024

- Published daily, weekly, and monthly workforce performance reports.
  - Monitored real-time call volumes against forecasts.
  - Managed staffing amendments, schedule changes, coaching schedules, and offline activities.
  - Provided recommendations regarding overtime, staffing utilization, and operational coverage.
  - Distributed and maintained accurate agent schedules using NICE IEX / WFM Now.
  - Monitored inbound volume trends to ensure adequate staffing coverage.
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## **CONCENTRIX**

### **Sales Advisor I – AT&T MSS**

April 2022 – May 2023

- Achieved sales and customer service performance targets.
  - Assisted customers by providing product recommendations and account support.
  - Maintained accurate customer documentation and account records.
  - Participated in customer satisfaction and performance improvement initiatives.
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## **COMMUNICATIONS ELECTRICAL EQUIPMENT & SUPPLY CO**

### **Warehouse Clerk**

July 2021 – March 2022

- Maintained inventory database accuracy and monitored stock movement.
  - Prepared receiving reports and assisted with dispatch operations.
  - Recorded daily inventory transactions and item releases.
  - Coordinated with sales administration for inventory and logistics support.
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## **EUNOS HOLDING CORPORATION – RTG**

### **Data Encoder**

September 2019 – May 2021

- Processed inventory documentation, delivery receipts, and transaction records.
  - Maintained updated inventory databases and operational files.
  - Assisted in monitoring inventory movement and data accuracy.
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## **SVI SAN MATEO**

### **Stock Clerk**

April 2019 – July 2019

- Assisted customers and maintained organized product displays.
  - Received and verified deliveries against inventory records.
  - Organized and replenished merchandise for sales floor operations.
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## **OXYCHEM CORPORATION**

### **Warehouse / Inventory Management**

2018 – 2019

- Managed warehouse inventory transactions and product movement.
  - Recorded and secured daily inventory and transfer records.
  - Conducted inventory monitoring and physical inventory counts.
  - Maintained daily data backups for inventory documentation.
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## **MUNICIPALITY OF RODRIGUEZ – ACCOUNTING DEPARTMENT**

### **Accounting Staff**

January 2010 – February 2014

- Served as Liquidation Officer for general funds.
  - Prepared payroll documentation and cash disbursement records.
  - Assisted with inventory management for municipal assets.
  - Coordinated bill payments and financial documentation.
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## **EDUCATION**

### **Colegio de Montalban**

Bachelor of Science in Information Technology

2018

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## **ADDITIONAL STRENGTHS**

- Strong analytical and problem-solving abilities
- Experienced in remote and fast-paced operational environments
- Able to work under pressure with minimal supervision
- Detail-oriented with strong organizational skills
- Excellent communication and team collaboration skills
- Fast learner adaptable to changing operational processes