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| Froilan Lactuan  Zone Aries – 2, Suarez, Iligan City · 9059750247  Email: virtualassistantfroy77@gmail.com |
| 10 years of experience working as a Shopify Order Fulfillment VA, Shopify Product Uploader, Oberlo App or Dropified App and Manual Fulfillment and Dropshipping Aliexpress handler. Contacting Aliexpress sellers for bulk orders or to lower the price. I also handle Customer Service by email support and Facebook chat.  These are the task that I can do for you:  • Well-versed in performing necessary clerical functions as a Shopify Admin;  • Oberlo and Shopified Product Fulfillment, Manual filing of AliExpress Dropshipping.  • Listing Products using Shopified/Dropified and Oberlo App.  • Creating FB Image Ad using Photoshop and Canva.com  • Email management (creating canned responses; shipping information, refund and cancel orders responses)  • Facebook management (reply happy and inquiries of the customer, delete/hide bad comments, liked good comments and linking to Shopify store)  • Customer Support (Freshdesk, Zendesk, Email and chat)  • Product Research and uploading to Shopify store with full description.  • Contacting Aliexpress sellers for bulk orders or to lower the price.  • Strong ability to follow instructions, learn new tasks and computer applications with confidence and easiness.  • Perfect attention to detail and a proven ability to accomplish designated tasks speedily and professionally. |

# Experience

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| November 2019 to December 2022E-Commerce Drop Shipping & Fulfillment and CUSTOMER Support Agent, CURATED Fulfilling customer orders via dropshipping thru partner merchants, manufacturer B2B portals and thru WH using Shopify, Flexe WH, and FulfillmentVu. Worked as a Customer support agent, reaching out to the customer for delayed shipping, address modifications and product availability. Also, a person in contact for Cycling categories, calling stores or merchants for product availability and partnership. |
| September 2019 to April 2020Management of Shopify Store - VA, BoutiqueChic – Dr. Cinda Justice Processing orders and tracking, and providing excellent customer service when issues arise, so that I can spend my time focusing on advertising and building the business.  **April 2019 – September 2019**  **Shopify Virtual Assistant – Taby**  Take care of customer support, handle the order fulfillment & communication with my private supplier and also update the tracking numbers.  **January 2017 – January 2018**  **Admin Virtual Assistant – Landvoice**  Following up with non-payers in Buildium, entering in properties in Buildium Recording transactions into  Buildium Entering in properties in Landwatch Listing properties for sale on Craigslist Uploading properties for sale on Ebay Uploading properties for sale on Facebook Uploading properties in Realflow Listing properties in Zillow  **September 2014 – September 2015**  **Video SEO - Video Submission - Fastforward Marketing**  Optimize Videos to High PR Video Submission Sites |

# Education

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| August 2006 to July 2007Vocational school diploma in Web Application Developmen, Iligan computer institute |
| April 2005 to October 2005Vocational school diploma in Electrical Engineering, TESDA - RTC IliganJune 2002 to April 2004College Level in Electrical Engineering, TESDA - MSU - IIT - Iligan |

# Skills

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| * Microsoft Excel and Spreadsheets * Familiar with HubSpot, Gmail, LinkedIn and Lemlist | * Customer Service * Lead Generation * Email management |