

# KEVIN REY NEPANGUE

VIRTUAL ASSISTANT

Efficient Virtual Assistant with 2+ years experience working in Travel Reservations and 11 months working in E-commerce. Highly productive professional with solid work ethic who exerts optimal effort in completing tasks.



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## EXPERIENCE

Junior Brand Ambassador for Ecommerce  
October 2022 - January 2024

- Handles directly customer inquiries through email, and live chat.
- Provide customers with accurate product information and even make sales in certain situations

Virtual Assistant for Ecommerce  
September 2021 - September 2022

- Amazon Seller Support
- helps with the product and research-based tasks, excel work, product image editing, product listings, optimizing product lists
- Upload and update products

Sales Support Agent  
April 4, 2019 – August 28, 2021

- Handle escalations and/or disputes
- Interaction with Sales Agent to provide assistance in travel reservations. (Refund and Exchanges)
- Works through Email

Customer Service Representative  
March 2018 - March 2019

- Handle customer reservations
- Contacting lodging partners to resolve issues (questions, changes, etc.)
- Proactively call lodging partners to resolve any anticipated future issues.
- Contacting guests based on requests received for lodging partners, i.e. arrival time, transfers etc.

## SKILLS

- Data Entry
- Email Management
- Customer Service
- Product Listing

## TOOLS

- Google Workspace
- Ms office
- Keepa
- Trello
- Slack
- Shopify
- DS Amazon quickview
- GDS (Apollo and Sabre)
- Amazon Seller Central
- Gorgias
- UVhero
- Palm/Cactus