



MARIA ERICKA ACEVEDA

Amazon Specialist

Contact

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Address

Rodriguez, Rizal, Philippines

Education

Bachelor in Banking and Finance

Polytechnic University of the
Philippines
2016–2019

Bachelor of Science in Accountancy

Polytechnic University of the
Philippines
2015–2016

Skills

- Amazon Seller Central Management
- Amazon Vendor Central Management
- Order Management
- Email Management
- Customer Service
- Sales Management
- Inventory Management
- Product Listing
- Marketing Management
- Google Sheets
- Microsoft Office

Language

- English
- Tagalog

Professional Experience

Reports Analyst (Amazon)

Growve Inc.

Amazon Account Management

- Create and manage Amazon support cases to resolve account and listing issues
- Coordinate with Amazon Support to resolve account health and policy-related concerns
- Send daily FBA status reports as backup support
- Prepare Amazon compliance documents, templates, and appeal letters
- Monitor account health, policy compliance, and Amazon penalties
- Track and respond to daily performance notifications
- Monitor and resolve stranded inventory
- Monitor and resolve suppressed listings
- Track Best Seller Rank (BSR) performance and competitive standing

Marketing & Brand Management

- Create and optimize Virtual Bundles to increase catalog value
- Generate business sales reports and performance dashboards
- Conduct A/B testing and report insights for listing improvements
- Create and monitor deals, coupons, and promotions to boost sales
- Gather and analyze customer complaints and feedback trends
- Collect and report Seller Feedback metrics
- Track and report Seller performance metrics
- Manage Subscribe & Save setups and eligibility
- Prepare PPC performance reports (ACoS, TACoS, CTR, CPC, ROAS)
- Handle negative review removal requests and brand defense actions
- Monitor and respond to buyer messages in a timely manner

Listing Management

- Create and optimize product listings (titles, bullets, keywords, descriptions)
- Upload listing assets including videos, product images, and A+ content
- Switch SKUs and manage ASIN linking variations
- Adjust pricing based on market trends and strategy
- Use the Listing Quality Dashboard to improve listing compliance and performance

Shipments

- Print manufacturer barcodes and FNSKU labels
- Print Ship-to-Amazon / Ship Central labels for shipments
- Manage dropshipping workflows and fulfillment
- File manual reimbursement claims for lost/damaged inventory
- Manage both FBA and FBM orders and shipment statuses

2023
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2025

Tools

- Microsoft Office
- Amazon Seller Central
- Amazon Vendor Central
- Helium 10
- Veracore
- Order Desk
- Google Sheets
- Sellerboard
- Oracle
- CRM
- Click UP
- Slack
- ChatGPT
- Claude AI
- Preplexity
- Figma
- Canva

2025

Amazon Specialist

Amabrands

Responsibilities:

- Maintain Amazon account health and proactively address compliance risks
- Manage performance notifications and take corrective actions as needed
- Ensure adherence to the latest Amazon marketplace rules, standards, and policies
- Handle category approval and brand authorization submissions
- Coordinate with clients to gather required data, updates, and business inputs
- Prepare and submit compliance documents to resolve account, ASIN, or policy issues
- Create and manage support cases with Amazon via email, chat, and phone
- Create product listings manually and via flat files (Amazon flat file templates)
- Troubleshoot and resolve listing suppressions, ASIN merges, errors, and policy flags
- Generate invoices and assist with financial and compliance document preparation
- Build and manage FBA shipment plans and track inventory movement
- Monitor inbound shipments and resolve shipment discrepancies
- File and track reimbursements for lost or damaged inventory
- Audit product detail pages for accuracy, SEO improvements, and conversion optimization
- Upload product images and A+ Content (EBC) and ensure content optimization
- Design and build Amazon Brand Storefronts
- Create and manage promotions, coupons, and deals according to brand strategy
- Prepare PPC performance report sheets (ACOS, ROAS, CTR, CPC, conversions)
- Set up new accounts from scratch (Seller Central onboarding & configuration)
- Manage ungating submissions and secure category/brand approvals to sell
- Provide recommendations to improve operational workflow and marketplace performance
- Create Standard Operating Procedures (SOPs) for Amazon processes
- Offer basic graphic design support (product images, infographics, banners)

Amazon Account Manager — Vendor & Seller Central

Meco Industries

Responsibilities:

- Set up Amazon Seller Central account from scratch, including store configuration and backend settings
- Monitor account health and performance metrics, ensuring compliance with Amazon policies
- Manage performance notifications, appeals, and compliance documentation
- Respond to buyer messages and manage customer service communication
- Track, analyze, and respond to Seller Feedback, VOC, and negative product reviews
- Stay updated on Amazon marketplace policies and best practices
- Coordinate with clients for business requirements, forecasting, and issue resolution
- Generate and analyze Sales & Transaction reports for decision-making
- Prepare compliance documents and resolve regulatory / listing issues
- Open, manage, and escalate Amazon cases (email, chat, phone)
- Create, optimize, and manually upload product listings
- Troubleshoot and resolve listing suppressions and ASIN-related issues
- Create, manage, and monitor FBA shipment plans and logistics
- Handle reimbursement claims and follow up with Amazon support
- Audit product pages to ensure content accuracy, competitiveness, and SEO optimization
- Conduct pricing analysis and adjust strategies to maintain competitiveness and profits
- Monitor competitor listings, pricing, and activities
- Create and upload images, infographics, and A+ Content modules
- Design, build, and maintain Amazon Storefronts
- Create and manage promotions, discounts, campaigns, and coupons
- Provide business insights to improve operational processes and grow profitability
- Draft SOPs for Amazon operations and workflow processes
- Provide basic graphic design support for product images and store assets
- Create and maintain operational trackers and performance dashboards

2025

June 2024

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Sept 2024

Amazon Specialist (Part-time) *Blancspace*

Amazon Account Management

- Create and manage Amazon Seller Central cases for account and listing issues
- Coordinate with Amazon support to resolve policy and performance-related concerns
- Monitor account health metrics and ensure compliance with Amazon policies
- Track daily performance notifications and take corrective action as needed
- Monitor stranded inventory and ensure timely resolution
- Monitor suppressed listings and restore active status
- Track Best Seller Rank (BSR) to analyze product performance and competitiveness

Marketing Management

- Gather and report seller feedback trends to improve customer satisfaction
- Track and report seller performance metrics (late shipment, ODR, cancellation rate, etc.)
- Monitor and respond to buyer messages within Amazon's required timeframe

Listing Management

- Create and optimize product listings (titles, bullets, backend keywords, etc.)
- Upload and update listing assets (images, videos, A+ content) across international marketplaces
- Perform bulk uploads using flat files
- Create and manage product variations using flat file templates

April 2022

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April 2023

Order Management *Accenture, Inc*

- Process all the Purchase Orders coming in our system
- Oversee and ensure that all calendar deadlines are met
- Enter all the needed information in our spreadsheet and
- provide order's status from time to time
- Communicate with the suppliers on all matters PO related
- Locate all product for shipments
- Issue report and follow up the issues
- Reconcile POs against the linelist for data accuracy
- Perform Good Receipting
- Prepare files for invoicing

Send invoice copy to the customers

April 2022

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April 2023

Customer Support Analyst *Accenture, Inc*

- Responding to all emails from the Account Managers and Customers
- Working side by side with our Clients
- Investigating all the issues arises within the process and
- give resolution
- Providing delivery and KPI report to the customers daily,
- weekly, monthly and quarterly.
- Adhoc Tasks
- Inbound and outbound calls with the Account Managers and Onshore

Sept 2019

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Mar 2021

Accounts Receivable Analyst *Accenture, Inc*

- Preparation and Sending of Invoices
- Contacting clients for payment resolution
- Negotiating Payment arrangements
- Recording and reconciling payments
- Resolving payment discrepancies
- Maintaining Billing accounts and records
- Contacting customers via email and calls regarding their
- Bills and payments collection
- Producing reports required by the management