



Menchu Linda

Amazon Catalog | FBA Reimbursement Specialist

To work in an organization which provides me with ample opportunities to enhance my skills and knowledge along with contributing to the growth of the organization. To solve problems in a creative and effective manner in a challenging position.

Contact

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Address

Manila, PH

Education

JUN 2013 - MAR 2014

College Undergraduate

Datamex Institute of Computer Technology

SKILLS

- Amazon Seller Central Knowledgeable
- Inventory Lost Andon Cord / ILAC-Trained
- Amazon Reimbursement Specialist
- Account Health Monitoring / Issues
- Full Account Management
- Product Listing / Inventory Management
- Ability to work independently or as part of a team
- Self-motivated and always willing to learn
- Determined and persistent

Language

English
Filipino

Work Experience

DEC 2022 - FEB 2025

ARES PROJECTS | 71-75 Shelton, London WC2H 9JQ, UK

Project Manager Assistant / Catalog Specialist

- Proactively support Project Managers across multiple brand onboarding initiatives
- Review and validate clients' multimedia assets to ensure alignment with creative and brand guidelines
- Establish and manage content deadlines in accordance with SOPs; coordinate seamlessly with the Creative Team to kick off content development
- Serve as a point of contact for Agency communications via Skype, providing timely and professional responses
- Manage a variety of administrative responsibilities to keep project workflows running smoothly
- Offer flexible assistance with both professional and occasional personal tasks to enhance Project Manager productivity
- Maintain a high standard of discretion and integrity when handling confidential and sensitive information
- Account Health, Listing Optimization, Inventory Management, Seller Support Escalation Cases
- FBA Lost and Damaged Reimbursement Request
- Shipment Creation or Removal Order Creation

MAY 2021- NOV 2022

SELLER INTERACTIVE | Woodbine Ave #2 Markham, ON, Canada City

Amazon Account Manager

- Account Health Checking
- Product Listing Management, Fix Listing Issues in both Manual and Flatfile
- Listing Optimization, Enhanced Brand Content, Content Upload
- Shipment Creation or Removal Order Creation
- Inventory Management
- Customer Review Requests, Case Creation to Seller Support
- FBA Lost and Damaged Reimbursement Request

SEP 2014 - APR 2021

CONCENTRIX | UP-Ayala Technohub, Quezon City, PH

Amazon Seller Support

- Delivered expert-level support as part of the Amazon Seller Support Team, resolving complex seller issues across multiple account types
- Specialized in Merchant Fulfillment Network (MFN), Fulfilled by Amazon (FBA), IIDP (Incorrect Information on Detail Page), and ILAC (Inventory Lost Andon Cord), providing tailored solutions for sellers
- Served as an ILAC (Inventory Lost Andon Cord) Specialist for 5 years, handling high-volume, high-complexity reimbursement cases with accuracy and consistency
- Acted as a Sub-FBA Trainer, mentoring and training new hires on FBA policies, workflows, and best practices to ensure team readiness and knowledge consistency
- Selected as a Subject Matter Expert (SME) within the Seller Support team, supporting peers and team leaders with policy clarifications, edge-case analysis, and escalated inquiries
- Managed escalation calls and emails from Amazon sellers, delivering professional and resolution-focused communication to restore trust and resolve account-impacting issues efficiently

Reference

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