



Mary Grace Achas

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SKILLS SUMMARY

- Shopify Management
- WooCommerce Management
- Technical Support
- Social Media Management
- Product Research
- Keyword Research
- Competitor Analysis
- Product Listing Creation & Optimization (SEO)
- A+ Content Creation
- Inventory Management
- Promotion & Product Launch
- Customer Service

TOOLS

- Collaboration & Communication**
 - ↳ Slack, Discord, Skype, Zoom, Cisco Webex, WhatsApp, Microsoft 365 (Teams, Outlook), Google Workspace (Gmail, Google Meet), Mattermost
- Project Management**
 - ↳ Asana, Trello, Google Drive, Notion, One Drive, Dropbox
- Virtual Assistance**
 - ↳ Microsoft 365 (Word, Excel, PowerPoint, One Note), Calendly, Google Calendar, Google Workspace (Docs, Slides, Sheets)
- Software**
 - ↳ Canva, Amazon Shopify, WordPress, Wix, Hootsuite, Buffer, Service-Now, Salesforce, Freshdesk, Zendesk
- Amazon VA Tools**
 - ↳ Amazon Seller Central, Helium10, Keepa, AMZ Suggestion Expander, DS Amazon Quick View, SellerAmp SAS
- Security & Identity Management**
 - ↳ Okta, Duo Security, LastPass

TRAININGS ATTENDED

SOCIAL MEDIA MANAGEMENT COURSE | January 2024

- A course on how to handle social media platforms including Social Media Growth Strategy, Content Creation, Graphic Design and Hashtag Research.

AMAZON SELLER VA MASTERCLASS | July 2022 - August 2022

- Elite 8-week intensive and hands-on Amazon Virtual Assistant Masterclass in the Philippines mentored by an 8-figure Filipino Amazon FBA Seller. It is a full-pack course focused on Private Label that teaches necessary skills from A to Z.

MY AMAZON GUY SEO COURSE | October 2022

- An Amazon SEO Course to optimize front end copy and backend terms through advance keyword research processes and phases.

HOME-BASED CONNECT | November 2022

- The basics of Social Media Management, Facebook Ads, Wordpress and Shopify

EXPERIENCES

Administrative VA | Upwork Client | December 2023 - Present

- Responsible for managing facebook groups using SaaS products and other related miscellaneous tasks such as research and data entry.

Shopify Customer Support VA | Private Client | April 2023 - September 2023

- Handled customer inquiries and resolved complaints to ensure a positive shopping experience. Providing product support and managing orders including tracking, updates, refunds and replacement.

Amazon KDP Keyword Research VA | Upwork Client | February 2023

- Responsible for conducting Amazon Best Seller scraping within the Book Category, to find profitable keywords and niches that strategically align with specific criteria set for his publishing brand.

Amazon Product Lister | Private Client | December 2022

- Conducted in-depth keyword research to identify high-impact relevant keywords. Then created compelling and optimized listings for Private Label and Wholesale Bundling products to enhance visibility and conversion rates.

SUTHERLAND GLOBAL SERVICES INC.

Technical Support Representative | Rent-A-Center | May 2020 - March 2022

- Provided quality technical support for software, hardware, and network connectivity issues. Documented and resolved problems promptly.

Operations Support | Rent-A-Center | April 2018 - April 2020

- Handled store processes and payroll related inquiries, benefits, and disputes courteously. Directed inquiries to relevant departments, enhancing efficiency.

Customer Service Representative | Rent-A-Center | September 2017 - March 2018

- Managed billing correspondence, clarified policies, and addressed payment matters professionally.

Special Project | Petco | June 2016 - August 2017

- Accountable for rapidly approving and processing all requests by agents for replacements, refunds and coupons. Responded to customer emails and collaborated with store partners.

Escalation Specialist | Petco | May 2015 - May 2016

- Handled escalated calls, supported new agents, and improved customer experience.

Customer Account Representative | Petco | June 2014 - April 2015

- Efficiently managed customer calls, resolved product issues, and maintained high satisfaction.

EDUCATION

BICOL UNIVERSITY | 2010 - 2014

- Bachelor of Science in Information Technology