

# JESSICA MARIE C. BANAG

E-COMMERCE VIRTUAL ASSISTANT | DATA ENTRY | ADMINISTRATIVE SUPPORT

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## PROFESSIONAL SUMMARY

- Results-driven Virtual Assistant, Data Entry Specialist, and E-commerce Support with 10+ years of experience providing administrative, customer service, and online store support for international clients and remote teams. Recognized for strong attention to detail, fast turnaround times, organization, multitasking, and the ability to manage high-volume administrative and e-commerce tasks efficiently in remote work environments.
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## WORK EXPERIENCE

**Alquemie Group Operations | Surfstitch | General Pants**

*October 2023 - May 2026*

### Junior Product Assistant (Remote)

- Managed and maintained more than 100 accurate product listings daily, website content, promotional assets, and inventory-related updates across multiple e-commerce platforms to ensure data accuracy and smooth online operations
- Prepared and managed daily and weekly EDM campaigns using Klaviyo while supporting campaign launches, website updates, and marketing initiatives
- Processed customer order updates, cancellations, and administrative tasks while collaborating with internal teams to support efficient e-commerce and customer service workflows

**God's Busy Bees LLC**

*February 2016 - September 2023*

### E-commerce Virtual Assistant /Assistant Manager (Freelance & Remote)

- Managed daily dropshipping operations for 3 Amazon and Walmart stores, ensuring smooth order fulfillment and efficient store operations
- Processed and placed 100+ customer orders accurately daily while monitoring order status, resolving issues, and maintaining timely order tracking updates
- Uploaded, updated, and maintained 1000+ product listings to ensure accurate product information, organized inventory management, and improved customer experience

**Concierge Desk Australia Pty Ltd**

*July 2015 - July 2020*

### Virtual Assistant (Freelance & Remote)

- Managed website updates and campaign uploads to maintain accurate content and support ongoing marketing initiatives
  - Prepared daily and weekly newsletters and marketing campaigns using Mailchimp to support customer engagement and promotional activities
  - Assisted with administrative operations and customer support tasks to ensure smooth day-to-day business processes
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## EDUCATION

**Holy Angel University**

*June 2008 - November 2012*

### Bachelor of Science in Information Technology

Major in Multimedia Technology

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## SKILLS

- Virtual Assistance, Administrative Support, Data Entry, Customer Service, Email Management, and Remote Team Collaboration
- Shopify, WooCommerce, Amazon Seller Central, Walmart Seller Center, Product Listing, Inventory Management, and Order Processing
- Google Sheets, Microsoft Excel, Zoho CRM, Mailchimp, Klaviyo, and Database Management