

# Maria Nerissa Buenaventura

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eCommerce Operations and Logistics Specialist

## Professional Summary

Highly organized with extensive experience supporting creative professionals and remote teams. Proven ability to manage schedules, optimize systems, maintain accessible records, and support digital workflows using platforms like Google Drive, Zoho, Slack, and ClickUp. Passionate about creating structures, improving efficiency, and contributing to inclusive and accessible environments.

## Key Skills & Tools

Software & Tools:

- Google Suite, Google Sheets, Gmail, MS Office, MS Excel, Outlook
- Zoom (Webinar Tools), Google Meet, Teams, Viber, WhatsApp
- Click-up, Asana, Miro, Teams, Streak, Monday.com, Slack
- Canva, QuickBooks (basic)
- Shopify, Amazon, Neto, Mirkl, Zoho CRM, 3PL systems,
- Baan ERP, Manufacturing Execution Systems (MES)

## Additional Highlights

- Proficient in MS Excel, Google Sheets, Data Management
- Meticulous with file naming, record tracking, and content structure
- Fast learner and adaptable to new client platforms
- Committed to streamline processes to increase efficiency, and to enhance team support.

## Relevant Experience

### eCommerce Logistics and Operations

Remote Contractor | Vancouver, Canada | Jul 2023 – Present

- Manage new customer and supplier messages. Add or create customer boxes in Streak Pipeline
- Manage operations and order fulfillment through Shopify
- Execute end-to-end order fulfillment process
- Book shipments and check tracking updates
- Perform inventory checks and perform monthly shipping cost analysis
- Perform order status check and shipment updates
- Handle customer claims and 3PL coordination
- Create and update company SOPs

### eCommerce Customer Service, Sales and Operations

Remote Contractor | Australia | Mar 2019 – Jun 2023

- Managed customer inquiries in emails, CRM and various marketplaces
- Executed end-to-end order fulfillment process
- Prepared order status reports and aged orders for follow-up
- Updated product stock levels for the wholesalers and reselling partners
- Generated child SKUs product data properties and clean-up
- Managed product listings, descriptions, and SEO for various platforms
- Created snippets for customer inquiries on order status, item availability and tracking information
- Designed and implemented a customer issue matrix to improve visibility of action items, documentation, and ownership across teams.
- Proofread product SKUs, descriptions and images for clarity and correctness before launch

### Logistics & Operations Manager

Remote Contractor | Israel | Aug 2021 – Apr 2022

- Executed end-to-end order fulfillment process
- Prepared annual inventory plan and performed monthly inventory level check
- Prepared purchasing plans (or manufacturing plans) for new items and stocks replenishment.
- Coordinated with the suppliers for the completion date of the goods.
- Coordinated with forwarders for the shipment of goods from the supplier to the warehouse.
- Created and maintained company SOPs
- Liaise with existing and potential suppliers to identify, evaluate, and onboard new sources of raw materials that meet quality, cost, and delivery requirements.

## **Early Career & Foundational Experience**

### Master Data Management Specialist

Contractor for NXP Semiconductors, Cabuyao, PH | June 2019 – November 2019

- Processed Engineering Change Orders and distribute new or updated product data to local or international subcontractor plants.
- Prepared and maintain product data in MES and other pertinent company systems and tools.
- Ensured that appropriate controls are in place about business and operational requirements

### Internal Management Systems Auditor

STMicroelectronics, Calamba, PH | March 2012 – January 2018

- Organized internal and external customers' plant visits
- Prepared annual and monthly internal QMS, EMS, OHSS, BCMS and EICC audit plans
- Performed plantwide internal audit to admin departments. Infrastructure & facilities, and the assembly, test and packaging areas to ensure compliance with pertinent

- company standards including customer specifications, and ISO standards (IATF, QMS, EMS, OHSS, BCMS and EICC)
- Provided recommendations and improvement plans to internal teams to ensure processes and operations align with established standards and compliance requirements.
  - Followed up to ensure that corrective and preventive actions are properly implemented, monitored, and verified for effectiveness in addressing identified issues.

#### Product Data Management Specialist

STMicroelectronics, Calamba, PH | February 2004 – February 2012

- Maintained product data systems, aligned communications across suppliers, national and international teams
- Prepared and maintained product data in MES and other pertinent company systems and tools.
- Maintained product documents on the internal company website for support department, manufacturing and engineering references.
- Conducted testing and quality assurance on systems and content

#### **Education**

B.S. in Industrial Engineering – University of Batangas (2016)

B.S. in Computer Science – AMA Computer University (2003)

Non-Destructive Testing Technology – Technological University of the Philippines (1998)