



Renzo D. Sanchez

Experienced Virtual Assistant | Office Management & Coordination

ADDRESS: Block 12 Lot 29, Phase 2 Royal Family Homes, Apalit Pampanga

EMAIL: sanchezrenzod@gmail.com

WHATSAPP NUMBER: +639999776930

BEST OF TIME AVAILABILITY: Anytime or US Business hours

EDUCATION: Bachelor of Science in Business Administration, Major in

Economics | Nueva Ecija University of Science and Technology |

2019 – 2022

Professional Summary:

Results-driven professional with over 4 years of experience in **administrative operations, Customer Service Support/Management, and Data Management**. Proven ability to **streamline processes, manage large data sets, and coordinate cross-functional tasks** with accuracy and efficiency. Skilled in **Excel reporting, workflow optimization, and team collaboration**, with a consistent record of **meeting tight deadlines and improving overall operational productivity**.

Professional Experience:

Customer Service Representative and Supervisor

Ceralia & Ernola | Laffitte, Paris, France | December 2025 – June 2026 (Project Based)

- Monitored team performance, ticket volume, response time, and backlog management.
- Escalated high-priority customer cases when necessary.
- Coordinated with customers, vendors, and internal teams regarding scheduling and inventory concerns.
- Assisted and supported the Customer Support team with daily operations and inquiries.
- Reviewed and validated customer refund requests.
- Provided regular operational and progress updates.
- Managed customer engagement on Meta (Facebook/Instagram) ads.
- Responded to customers via WhatsApp and other communication channels.
- Assisted with bookkeeping and financial record organization.
- Verified supplier and agent invoices for accuracy.
- Handled administrative and repetitive operational tasks efficiently.
- Supported Customer Support operations during high email volume periods.

Customer Service Manager

NDS Technologies | Vineland, New Jersey | November 2025 – May 2026 (Full-Time)

- Managed and processed Sales Orders, Purchase Orders, and logistics-related tasks to ensure smooth order fulfillment.
- Sending shipping notifications and updates to customers to keep them informed about delivery status.
- Updating and maintained Material Purchase Orders (MPO) in the ERP system accurately.
- Proactively communicate with vendors to confirm inventory availability, pricing, and lead times.
- Handled incoming calls and manage support tickets through the ticketing system, resolving 50+ emails and inquiries daily.
- Monitor order progress and ensure timely completion of customer orders.
- Prepare and managed operational reports, including Inventory Reports and Open Order Reports (OOR).
- Maintained and owned Standard Operating Procedures (SOPs) for Sales Orders, Purchase Orders (MPO), and reporting processes, while providing training and guidance to team members.
- Managed vendor relationships and tracking bulk Purchase Order status.
- Contribute ideas and improvements to enhance company processes, workflows, and team productivity.

Logistics / Operations Coordinator – Administrative Support

Panel Décor Hub | Clearwater, Florida | June 2024 – December 2025 (Full-Time)

- Coordinated deliveries, installations, and material orders to ensure on-time fulfillment and accurate documentation.
- Created and managed invoices, tracked shipments, and updated internal reports using Excel and Google Sheets.
- Communicated with customers, vendors, and team members to resolve scheduling and inventory concerns.
- Sourced and qualified potential customers using LinkedIn Sales Navigator.
- Maintained organized workflows and supported daily logistics operations for improved efficiency.
- Maintained and organized leads and contacts using HubSpot CRM.

Data Entry Researcher

Harcourts International | Australia | March 2025 – July 2025 (Full-Time)

- Researched and verified client contact data to ensure accuracy and completeness.
- Processed over 120 entries per day using Excel formulas and validation tools.
- Created standardized reporting templates to support management and data-driven decision-making.
- Ensured compliance with company data standards and accuracy protocols.

E-Commerce Specialist

Stelli Products | New Jersey, USA | February 2024 – May 2024 (Full-Time)

- Managed product listings, inventory records, and order processing across multiple platforms.
- Prepared inventory and sales performance reports for management.
- Supported team operations by maintaining consistent and accurate product information.
- Improved efficiency in data updates and quality checks across e-commerce systems.

Product Lister / Researcher / Graphic Designer

CarParts360 | Chicago, USA | January 2023 – January 2024 (Full-Time)

- Optimized product listings and created visual assets using Excel and Photoshop.
- Ensured data consistency, accuracy, and compliance with internal standards.
- Collaborated with the design and sourcing team to streamline workflows.
- Monitored and updated listings to enhance presentation and user experience.

Product Manager

UZO | Czech Republic | October 2022 – December 2023 (Full-Time)

- Managed product catalog updates, pricing, and inventory monitoring.
- Generated analytical reports and developed performance strategies.
- Coordinated communication between teams for project alignment and quality assurance.
- Contributed to improving efficiency through data accuracy and structured reporting.

Data Entry Specialist / Graphic Designer (Real Estate)

Alpha CFO Services | Utah, USA | October 2022 – November 2023 (Part-Time)

- Updated and organized land listings and property data in Excel and Google Sheets.
- Prepared visual reports, edited images, and handled client communications.
- Ensured document accuracy and improved reporting workflows.

Virtual Assistant / Administrator

Glambu Dating App | Lima, Peru | August 2021 – August 2022 (Full-Time)

- Verified user profiles, managed administrative records, and supported daily operational tasks.
- Handled multilingual translations and maintained platform data accuracy.
- Created reports, supported documentation tasks, and maintained system compliance.

Key Skills & Competencies:

- Administrative Support
- Data Entry & Accuracy
- Office Management
- Time Management
- Team Collaboration
- Process Improvement
- Effective Communication
- Scheduling & Coordination
- Documentation & Reporting (SOP)
- Organizational Skills
- Analytical Thinking
- Inventory & Record Management
- Attention to Detail
- Adaptability & Flexibility
- Task Prioritization
- Efficiency Optimization
- Data Analysis & Report
- Customer Service Management
- Supervisor
- Operations Management
- Order Processing (Sales Order and Purchase Order)
- Handled Tickets

References:

Name: Eli Lobivics

Company: Stelli Products

Position: Business Analyst

Phone Number: +1 (323) 829-9993

Name: Ulf Khun

Company: Glambu Dating App

Position: CEO

Phone Number: +372 5354 6281

Email Address: ulf@glambu.com

Name: Cassie Carlos

Position: General Manager

Phone Number: +63 951 332 0694

Email Address: charynei54@gmail.com

Technical Proficiency:

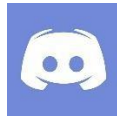
Graphic Design/Photo Editing



removebg

- Adobe Lightroom
- Adobe Photoshop
- Canva
- Photopea
- Remove BG

Communications



VONAGE

- Microsoft Teams
- WhatsApp
- Discord
- Slack
- Vonage

Data Management



Google Sheets



- Microsoft Excel
- Google Drive

Handled Selling Platforms



- Etsy
- Shopify
- Nineyard
- Walmart
- Seller Snap
- Amazon
- DSERS
- Alibaba

Product Research



- AliExpress
- Keepa

AI Tools



- ChatGPT
- Gemini

Other Tools



- HTML Editor
- Bulk URL Opener
- ID4ME
- CoreLogic RP Data
- LinkedIn Sales Navigator
- HubSpot

Certifications:



