

MICHAEL A. ZAFRA

Al Barsha 1, Dubai, UAE

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Objective:

Actively seeking for a full-time role in the e-commerce field.

PERSONAL PARTICULARS

Age: 28 years old
Nationality: Filipino
Visa Status: Cancelled Visa

EDUCATIONAL BACKGROUND

Bachelors of Business Administration major in Human Resources

La Concepcion College | Philippines

June 2012-April 2015

WORKS AND EXPERIENCES

E-commerce Assistant/Executive

Grand Barsha Department Store LLC | Al Barsha 1, Dubai, UAE

January 5, 2021 - February 20, 2023

- Accountable with online platforms such as **Amazon, Noon, Instashop and Talabat.**
- Managing the **Amazon Seller Central (FBM and FBA) and / Noon Seller Lab.**
- Monitoring the daily activity of orders and sales for all online platforms including website and whatsapp.
- Monitoring prices, products and online inventory.
- Direct customer support both technical and transactional via e-commerce platforms or other tools and managing customer complaints.
- Liasing with account managers of each online platform.
- Managing the entire process of purchase orders and returns and invoicing of stocks.
- Preparing received orders for dispatching to Customers.
- Monitoring competitor's activity and manage price strategy on online platforms around the delivery location.
- Monthly reports for each platform.

Online Assistant / Stock Clerk

1004 Gourmet | Dubai | UAE

November 20, 2019 - December 30, 2020

Stock Clerk

Savemore Supermarket | Bulacan | Philippines

August 2016 - April 2018