



Kiffin Largo

Amazon VA

Job title: Customer Care Associate

SKILLS & TOOLS:

- E-commerce Operations & Dropshipping Manager | Amazon Wholesale Manager & Product Sourcing Specialist
- Product Researcher
- Processing Orders/OF
- Confirming Shipments
- Amazon Customer Service
- Managing Seller Central Account

WORK EXPERIENCES:

*Amazon Dropship Manager

Ray Commerce LLC · Full-timeRay Commerce LLC · Full-time

May 2023 – Present · 1 yr 10 mosMay 2023 to Present · 1 yr 10 mos

PhilippinesPhilippines

Supplier Research & Product Sourcing: Researched suppliers and sourced products for FBA & dropshipping.

Store & Order Management: Oversaw store operations, processed orders, and resolved order errors.

Inventory & Pricing: Uploaded dropship inventory, updated COGs, PRL templates, MAP violations, and handled repricing.

Claims & Returns: Managed A-to-Z claims, chargebacks, SAFE T-CLAIMS, supplier credits, and returns.

Shipping & Logistics: Maintained shipping performance, coordinated with carriers (UPS, USPS, FedEx, Pirateship).

Software Integration: Integrated suppliers into systems for seamless operations.

Account Health & Customer Service: Ensured compliance, maintained account health, feedbacks, and optimized service performance.

*Team Leader Amazon Wholesale Management

Virtual Assistant Academy · Part-timeVirtual Assistant Academy · Part-time

Mar 2021 – Nov 2022 · 1 yr 9 mosMar 2021 to Nov 2022 · 1 yr 9 mos

Philippines · RemotePhilippines · Remote

Led the Dropship Department, guiding team members in managing new clients.

Client Connection: Assisted team members in establishing strong client relationships.

Training & Documentation: Created training materials to streamline onboarding and operations.

Performance Monitoring: Tracked team progress, provided support, and optimized efficiency.

Amazon Wholesale Training: Trained team members on wholesale strategies for Amazon success.

*Team Leader & Quality Checker

Wealth Assistant · Full-timeWealth Assistant · Full-time

May 2021 – Sep 2022 · 1 yr 5 mosMay 2021 to Sep 2022 · 1 yr 5 mos

Philippines · RemotePhilippines · Remote

Managed a team of 30 members, providing guidance and support.

Ensured product quality by reviewing and approving items sourced by team members.

Added and maintained products in inventory for accuracy and availability.

Managed 800 stores, overseeing operations and performance.

Optimized workflow to improve efficiency and product sourcing accuracy.

*Amazon Dropship Manager

Eclipse Llc · Full-timeEclipse Llc · Full-time

Jun 2021 – Apr 2022 · 11 mosJun 2021 to Apr 2022 · 11 mos

Philippines · RemotePhilippines · Remote

Product Sourcing: Identified profitable products from US retailer websites for resale.

Amazon Store Management: Optimized listings, pricing, and inventory for growth.

Product Research: Analyzed market trends to select high-demand items.

Order Fulfillment (OF): Processed and tracked orders for timely delivery.

Customer Service: Handled inquiries, returns, and issue resolution efficiently.

*Amazon Product Researcher Specialist

JSO LLC Trading · Full-timeJSO LLC Trading · Full-time

Mar 2018 – Sep 2020 · 2 yrs 7 mosMar 2018 to Sep 2020 · 2 yrs 7 mos

Philippines · RemotePhilippines · Remote

Sourced products from UK wholesale websites for competitive pricing.

Managed store operations, optimizing listings and inventory.

Processed orders efficiently and accurately.

Confirmed shipments and resolved delivery issues.

Streamlined fulfillment, boosting efficiency and customer satisfaction.

Sourced products from UK wholesale websites for competitive pricing. Managed store operations, optimizing listings and inventory. Processed orders efficiently and accurately. Confirmed shipments and resolved delivery issues. Streamlined fulfillment, boosting efficiency and customer satisfaction.

Skills: Team Leadership · Supervisory Skills

*Supervisor

Brute Impact · Full-timeBrute Impact · Full-time

Jan 2017 – Feb 2018 · 1 yr 2 mosJan 2017 to Feb 2018 · 1 yr 2 mos

Philippines · RemotePhilippines · Remote

Supervisor at Brute Impact

Managed a 50-person team, promoting team leaders and assistant leaders.

Led social media marketing, growing Instagram by 191k followers.

Optimized campaigns, boosting brand engagement and visibility.

Streamlined operations and developed leadership within the team.

TRAININGS & SEMINARS:

- Eclipse Dropshipping Training course (2021)
- Wholesale Training course VAA(2022)