

EXPERIENCE

Freelancer, Amazon Account Manager

Sep 2023 – Jan 2025

- Managed Amazon Vendor Central and Seller Central operations
- Ensured compliance with Amazon policies and guidelines
- Optimized product listings for accuracy and relevance
- Tracked sales rankings, product statuses, and monthly sales metrics
- Maintained competitive listing prices to win the Buy Box
- Developed and executed strategic plans to boost sales performance
- Updated listings using flat files
- Conducted market and competitor research
- Planned and launched promotions, coupons, and deals
- Monitored account health and resolved compliance issues
- Collaborated on strategies to meet monthly sales targets
- Forecasted inventory needs
- Created FBA shipments
- Submitted and managed FBA reimbursement claims
- Analyzed product reviews
- Successfully managed an account with a gross annual income of \$18.2 million

Account Manager (Amazon, Walmart, eBay)

Jan 2021 – Sep 2023

- Maintained health of Seller Central accounts
- Responded to customer service inquiries
- Generated reports on sales performance and trends
- Created and optimized product listings
- Managed support cases and tracked resolutions
- Stayed up-to-date with policy changes
- Ensured compliance and optimization of listings
- Monitored catalog and inventory levels
- Executed marketing strategies and content plans
- Addressed customer feedback and reviews
- Adjusted pricing based on financial goals
- Tested and implemented new Amazon features and promotions
- Collaborated cross-functionally for growth opportunities
- Developed quarterly business plans
- Handled FBA reimbursement requests

Project Coordinator I – Healthcare/Pharmaceuticals

Jun 2018 – Dec 2020

- Reported adverse medical events (Pharmacovigilance)
- Coordinated healthcare professional programs
- Ensured US FDA policy compliance
- Delivered client-focused services

Customer Service Associate – Amazon Seller Support

Sep 2014 – Jun 2018

- Handled FBA shipment and fulfillment inquiries
- Assisted sellers with account setup and order management
- Responded to flat file and feed-related questions
- Resolved customer issues efficiently
- Created trouble tickets for escalations and followed up
- Stayed updated with client changes
- Supported onboarding of new agents

SKILLS

- Amazon Platform Management
- Policy Compliance
- Product Listing Optimization
- Sales Analytics & Performance Tracking
- Pricing Strategy & Buy Box
- Strategic Planning & Sales Growth
- Market Research & Competitor Analysis
- Promotions & Campaign Management
- Inventory & FBA Management
- Team Collaboration