

CHERLENE JEAN MARAGANAS

AMAZON VA / BOOKKEEPER

Results-driven Amazon VA and Bookkeeper with almost 4 years of experience in e-commerce operations and full-cycle bookkeeping. Skilled in inventory management, FBA shipment monitoring, account health management, customer service, and review management. Handles daily sales recording, bank reconciliation, and monthly profit and loss reporting with accuracy and full ownership. Treats all business data, financial records, and client information with the highest level of confidentiality and professionalism , so business owners can trust their operations are in safe hands.

CONTACT

Monkayo, Davao de Oro, Philippines

EDUCATION

2012-2016

Bachelor of Business Administration (Major in Financial Management)

SKILLS

- Bookkeeping (Quickbooks and Xero)
- Research, Data Collection and Data Entry
- Amazon Virtual Assistant
- Calendar & Meeting Scheduling
- E-mail handling and Email inbox optimization
- SMM (scheduling posts)
- Website post management
- Customer Support
- Google Suite: Drive, Docs, Sheets, Forms, Mail, Calendar, Slides
- MS Office (Word, Excel, PowerPoint, Outlook)
- Other administrative support.

LANGUAGE

- English
- Filipino

WHY HIRE ME?

I am an Amazon Operations Assistant, Bookkeeper, and Admin VA with almost 4 years of experience managing a real Amazon seller account. I handle inventory management, FBA shipment monitoring, account health management, customer service, and review management all in one role, with full ownership.

On top of operations, I manage the bookkeeping, recording daily sales and expenses, , and preparing monthly profit and loss reports, it is keeping the business financially organized and giving the owner a clear picture of where the money stands at all times.

Experience

AMAZON OPERATION ASSISTANT AND BOOKKEEPER

Zerowastely | March 2024 – April 2026

- Managed customer inquiries, confirmed orders, processed refunds, and resolved concerns efficiently while maintaining high levels of customer satisfaction and accurate transaction records.
- Reconciled physical stock against system data and resolved stranded, unfulfillable, and missing inventory issues
- Tracked shipments from supplier to Amazon fulfillment centers and followed up on delayed, lost, or discrepant inventory
- Coordinated with freight forwarders and prep centers to ensure full compliance with Amazon packaging and labeling requirements
- Handled order inquiries, delivery issues, returns, refund requests, and A-to-Z Guarantee claims with policy-compliant messaging
- Used the "Request a Review" feature and Amazon Vine to systematically increase product review count and improve overall seller rating
- Recorded daily sales, refunds, Amazon fees, and operating expenses using QuickBooks / Google Sheets-based accounting system
- Managed email correspondence, task scheduling, and document organization to support smooth daily operations.

AMAZON VIRTUAL ASSISTANT

Lock Sourcing Ltd February 2023-January 2024 - Full Time

- Delivered exceptional customer service by responding to customer inquiries, confirming orders, processing refunds, and resolving concerns efficiently to ensure a positive customer experience and high satisfaction levels.
- Managed FBA inventory removals, stranded inventory resolution, and unfulfillable stock reports
- Monitored buyer-seller messaging for escalations and flagged issues requiring urgent attention
- Reconciled Amazon Seller Central payouts with bank statements and identified discrepancies for resolution
- Maintained organized records of invoices, receipts, and vendor payments for tax and audit readiness

BOOKKEEPER | CASHIER | INVENTORY IN-CHARGE

The Generics Pharmacy - Philippines - FULL TIME

August 2016 - December 2023

- Keep the general ledger updated by posting transactions and reconciling accounts.
- Process invoices, track payments, and follow up on outstanding balances.
- Analyze historical sales data, market trends, and demand forecasts to predict inventory needs.
- Oversee the receipt, storage, and distribution of inventory items in accordance with established procedures and safety guidelines.