JENNIMYL JED L. DESUCATAN

ADMINISTRATIVE & HR SUPPORT | DATA ENTRY | VIRTUAL ASSISTANT | E-COMMERCE

Bantayan, Cebu, Philippines

PROFESSIONAL SUMMARY

Administrative and HR Support professional with nearly 16 years of overall work experience across production, sales, retail, e-commerce, and virtual assistance. Experienced in employee documentation, onboarding, timesheet management, data entry, task tracking, and team coordination. Spent seven years as a Store Team Leader, handling daily operations, staff supervision, sales monitoring, and customer concerns. Also experienced in Amazon and Walmart dropshipping operations. Skilled at managing multiple responsibilities, keeping records organized, following up on pending tasks, and helping daily operations run smoothly.

CORE SKILLS

- Administrative and Virtual Assistance
- Timesheet Management and Time Tracking
- Recruitment and Job Vacancy Posting
- Customer Support
- Dropshipping Operations
- Inventory, Sales Monitoring, and Reporting
- Employee Engagement and Internal Communications
- Data Entry and Data Management
- Human Resources Support
- Employee Onboarding and Coordination
- Amazon and Walmart E-commerce Support
- Team Leadership and Performance Monitoring
- Online Research and Document Management
- Time Management and Organization

PROFESSIONAL EXPERIENCE

Administrative and HR Assistant

Freelance | 2023–2026

- Updated client timesheets and calculated weekly and monthly working hours.
- Provided administrative support to Team Leaders and the HR Manager.
- Maintained employee information, attendance, and time-off records.
- Prepared HR documents, reports, onboarding materials, and system access for new hires.
- Conducted onboarding calls and guided new employees through their first steps.
- Prepared working-hour information for payroll processing.
- Assisted with recruitment, including posting job vacancies, and researched HR software and other work tools.
- Shared company announcements and supported employee communication and engagement.
- Organized monthly online games.
- Coordinated birthday and work anniversary greetings, gifts, rewards, and employee recognition.

Dropshipping Team Leader / E-commerce Customer Support

Emporium Virtual Assistant / Save Automation Inc. | May 2020–May 2022

- Started as a non-voice customer service representative and was promoted to Team Leader in November 2020.
- Managed the dropshipping team and kept daily operations running smoothly.
- Monitored customer orders, product listings, inventory, and order fulfillment.
- Contacted suppliers to check order status and resolve order issues.
- Guided team members, tracked performance, and helped them meet team goals.
- Handled Amazon customer messages, A-to-z Guarantee claims, feedback, and reviews.
- Reviewed store performance and key metrics to identify issues and areas for improvement.

Team Leader / Sales Staff / Cashier

Beyond I-Tech Ventures Corp. / I-Tech Trading | June 2013–March 2020

- Worked as Sales Staff/Cashier from June 2013 to 2016 before being promoted to Team Leader.
- Monitored daily, monthly, and yearly sales and helped the branch meet its targets.
- Checked inventory and maintained stock levels for gaming gadget, laptop, and cellphone stores.
- Prepared staff schedules, checked daily time records, and monitored team performance and targets.
- Trained new employees, supported recruitment, and helped new team members settle into their roles.
- Managed petty cash and replenishment reports and sent regular reports to the CEO.
- Assisted customers, handled concerns, prepared cash for bank deposits, and completed regular reports.

Sales Demonstrator – Von Dutch Brand

SM City Consolacion | May 2012–December 2012

- Assisted customers with product questions and shopping needs.
- Checked inventory and submitted weekly inventory updates.

Sales Clerk
SM City Cebu | August 2011–January 2012

- Assisted customers, answered questions, and supported daily sales activities.

Production Crew
Monde Nissin Corporation Inc. | January 2011–May 2011

- Supported daily production work and followed assigned procedures.

EDUCATION

University of Cebu Main Campus | 2019–2020
Bachelor of Science in Business Administration, Major in Human Resource Development Management

Salazar College of Science and Institute of Technology | 2009–2010
Bachelor of Science in Business Administration, Major in Marketing Management

Bantayan National High School | 2007–2008
Secondary Education

Kabangbang Central Elementary School | 2003–2004
Elementary Education

TRAINING

- General Virtual Assistant Training
- Computer Literacy Training – Basic MS Excel, MS Word, and MS PowerPoint
- Basic Supervisory Skills
- Customer Service Training
- Leadership Training
- Leadership Enhancement and Development Program

TOOLS & SOFTWARE

- **Project & Task Management:** ClickUp
- **Time Tracking:** Upwork Tracker, ClickUP, Time Doctor, Worksnaps
- **Communication:** Slack, WhatsApp, Ringover
- **Scheduling:** Calendly
- **Design & Content Creation:** Canva
- **AI & Writing Tools:** ChatGPT, Write AI, Grammarly
- **Productivity & Documentation:** Google Workspace, Microsoft 365, Excel, Google Sheets
- **E-commerce:** Amazon Seller Central, Walmart Marketplace