NEIL JOSHUA P. DELA CRUZ
Ecommerce Virtual Assistant | Shopify & Amazon Operations Specialist | Customer Support Expert
Cavite, Philippines
https://neil-joshua-dela-cruz.my.canva.site/neil-joshua-dela-cruz-portfolio-ecommerce
https://upwork.com/freelancers/neiljoshuad

PROFESSIONAL SUMMARY

Results-driven Ecommerce Virtual Assistant with 5+ years supporting US-based Shopify and Amazon sellers. Experienced in product listing optimization, order management, customer support, inventory coordination, CRM administration, and ecommerce operations. Managed 5,000+ customer transactions, maintained 98% order accuracy, and improved response times from 4 hours to 45 minutes through proactive support systems. Proficient in Shopify, Amazon Seller Central, HubSpot, Pipedrive, Kajabi, NetSuite, WooCommerce, and AI-powered productivity tools.

KEY SKILLS

Shopify• Amazon Seller Central • Amazon FBA • eBay listing • Product Listing • Product Research • Purchased Order • Vendors relation • Meeting Scheduling • Google Workspace • Trello • Optimization • Order Fulfillment • Inventory Management • Customer Support • Chargeback Prevention • CRM Management • WooCommerce • HubSpot • Zendesk • Kajabi • Pipedrive• High-level

PROFESSIONAL EXPERIENCE

eCommerce Assistant/ Shopify Support

Biggirlzmove | Boss Palace |Remote Jan 2020- April 2025

- Managed order issues, refunds, and chargeback prevention using stripes and handled over 5,000 customers across Shopify.
- Maintained client database of 750+ contacts in Kajabi, ensuring 99% data accuracy through weekly audits
- Managed 3 inboxes using Zoho, Meta suite for Social Media Management and Processed and organized 150+ emails daily, reducing CEO response time by 40%

eCommerce Specialist/ Amazon | Shopify Support

WealthyCollegekid | Remote |US-Based E-Commerce Store Jan 2022 – Feb 2025

- Created and optimized 500+ product listings across Amazon and eBay, improving product visibility and increasing organic result by 25%.
- Managed order issues, refunds, and chargeback prevention using stripes and handled over 5,000 customers across Shopify
- Managed customer inquiries and achieved Inbox Zero for multiple inboxes and triaged 200+ daily emails and reducing average response time from 4 hours to 45 minutes.
- Managed product listings, order fulfillment, and shipment tracking across Amazon and Shopify stores, contributing to 98% order accuracy and improved customer satisfaction.
- Coordinated and tracked team tasks using Trello, helping streamline workflows, improve project organization, and support on-time completion of 95%+ of assigned tasks.
- Maintained client database of 500+ contacts in Pipedrive, ensuring 99% data accuracy through weekly audits.

Supply Chain Assistant

Divine Grace Medical Center | On-site June 2025- June 2026

- Managed 40–60 inbound and outbound calls daily with suppliers, carriers, warehouses, and internal teams to coordinate shipments and resolve delivery issues.

- Coordinated purchase orders and supplier communications, ensuring 98% on-time order processing and reducing delays by 25%
- Processed procurement requests and purchase orders, supporting the timely fulfillment of 500+ orders per month.
- Optimized inventory replenishment processes, helping reduce stock shortages by 20% while maintaining inventory levels.
- Tracked inventory levels across 1,000+ SKUs, helping maintain 99% inventory accuracy and minimizing stockouts.
- Maintained supply chain reports and dashboards, enabling faster decision-making and reducing reporting time by 30%.
- Reduced shipment delays by 20% through proactive carrier follow-ups and daily shipment tracking.

TECH PROFICIENCY

Productivity & Admin: Google Workspace (Docs, Sheets, Slides, Drive, Calendar), Microsoft 365, Notion, QuickBooks, WooCommerce
Communication: Slack, Zoom, Google Meet, WhatsApp, Loom
CRM & Marketing: HubSpot, Pipedrive, High-level NetSuite, Zoho, Zendesk, Kajabi, Klaviyo
AI & Automation: ChatGPT, Grammarly, Zapier
Design & Content: Canva, Cap cut
Project Management: Asana, Trello, Click Up, Monday.com

EDUCATION

Bachelor of Science in Business Management Major in Marketing
Cavite State University Cavite City Campus | 2020

CERTIFICATIONS

- Google Workspace- Google- 2026
- QuickBooks Training- Freelance Academy- 2026
- Shopify Freelance Training- Homebase Connect-2022
- Virtual Assistance Training- Homebased Connect- 2022
- Go High-level Training -Excelerate Digital Marketing- 2026
- Data Entry Training- Homebased Connect- 2023
- Facebook ads Training- Excelerate Digital Marketing- 2026
- Supply Chain Management Training- Divine Grace Medical Center 2026

REMOTE WORK READINESS

Internet: Primary*:* PLDT Fiber 100 Mbps | Backup: Globe Prepaid
Power Backup: UPS 1100VA (3-hour backup)
Equipment: Ryzen 5 GPU+ 8GB of ram | Dual monitors | Noise-cancelling headset | HD webcam
Workspace: Dedicated home office | Quiet environment | Professional video-call background
Availability: Full-time | Part-time | Flexible across US (EST/PST), UK (GMT), AU (AEST) time zones

LANGUAGES

English: Fluent
Filipino: Native