

# ALOYSIOUS PAGNAS QUEK

**Email:** aloysiousquek@gmail.com **Mobile Number:** +639974814219

**Address:** Victoria De Manila, Malate, Taft Avenue, Metro Manila, Philippines

## SKILLS AND TOOLS

Social Media Management	TruePeopleSearch	Shipstation	Basecamp	Zoho
Etsy & Shopify navigation	Order Management	Trello	Printful	Reamaze
Administrative Assistance	Order Fulfillment	Gsuite	Klaviyo	Zillow
Customer Service	Process Refund/Returns	Printify	Photoshop	Gorgias
Copywriting	17Track	Canva	Gooten	Project Sunroof

## EDUCATION

**FDSA Aviation College of Science and Technology Inc. (2017-2019)**

Bachelor of Science in Aviation Electronics & Technology

**APG International Aviation Academy (2015-2017)**

Associate in Aviation Electronics & Technology

## WORK EXPERIENCE

**E-commerce Operation Assistant (October 2021 - January 2025)**

**Irenekohstudio**

- Prioritize customer satisfaction and retention by offering prompt and effective customer service.
- Daily Monitoring of shipment schedules, including courier transfers, and delivery timelines.
- Foster cross-functional communication and partnership with the Sales, Logistics, and manufacturing teams to resolve issues.
- Oversee the entire order processing workflow, from order confirmation, order fulfillment, shipment and shipment delivery.
- Contribute to the addition of new products across various e-commerce platforms, managing images and product descriptions.
- Act as a liaison between vendors and warehouses to resolve any order issues.
- Contribute to the continuous improvement of e-commerce operations and customer service processes.
- Process and manage Shopify and Etsy order through vendor websites, ensuring accuracy and efficiency in all transactions.
- Track all shipments daily and providing shipment tracking to customers.

**Etsy Virtual Assistant Freelance Part time (April 2023 - September 2023)**

**Rockmypaws**

- Enhance the process of uploading product images by sourcing high-quality images, optimizing them for digital use, and integrating them seamlessly into the e-commerce systems.
- Initiate communication with suppliers to resolve product and shipment issues.
- Enhance the e-commerce systems by introducing innovative products. This involves creating product listings, incorporating visually appealing images, and determining competitive pricing.
- Utilize SEO tools to create product titles and descriptions optimized for search engines, ultimately resulting in increased visibility and discoverability of the products.

**Solar Lead Generation (March 2023 - August 2023)**

**Kenvis Solar Lead Gen UK**

- Spearheaded targeted lead generation campaigns to identify homeowners in designated zip codes interested in solar installations, directly contributing to sales pipeline growth.
- Conducted in-depth property analysis using Project Sunroof to evaluate solar viability based on roof size, sunlight exposure, and energy consumption patterns.
- Utilized advanced data extraction tools (TruePeopleSearch, Zillow) to gather and verify homeowner contact details, property ownership status, and financial eligibility criteria.
- Cross-referenced multiple databases to filter high-potential leads, ensuring compliance with required SOP

**Social Media Manager (May 2021- December 2022)**

**irenekohstudio**

- Help with coordinating and implementing influencer marketing campaigns.
- Strategizing, preparing, and scheduling social media posts on Tumblr, Instagram, and Facebook
- Hashtag research for individual posts.
- Creating captions and call to action to drive engagement.

## **E-commerce Virtual Assistant Part Time (April 2020 - December 2020)**

Saharalink

- Product upload, product retouching & copywriting product descriptions.
- Maintained efficient records of stock inventory levels ensuring sufficient monthly product replenishment.
- Performed product research to support better inventory management and decision-making.

## **CERTIFICATIONS**

- Human Factor, Safety and Quality Awareness (August 2023)
- Customer Service Problem Solving and Troubleshooting (LinkedIn 2023)
- Customer Service Managing Customer Expectations (LinkedIn 2023)
- Marketing: Copywriting for Social Media (LinkedIn 2023)
- Project Management Simplified (LinkedIn 2023)
- Technical SEO (LinkedIn 2023)
- Wordpress SEO (LinkedIn 2023)
- Amazon FBA MasterPlan (Udemy 2021)
- Social Media Marketing -Social CRM (LinkedIn 2021)
- SEO for Social Media (LinkedIn 2021)
- Social Media Marketing with Facebook & Twitter (LinkedIn 2021)

## **PORTFOLIO**

