

LYEAN NICOLE ALEGRE

Virtual Assistant | E-commerce, Customer Support & Administrative Operations

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PROFESSIONAL SUMMARY

Versatile Virtual Assistant with 6 years of experience supporting international e-commerce businesses, customer service, and administrative operations. Experienced in Shopify and eBay store management, order processing, refunds, customer complaints, supplier coordination, scheduling, and day-to-day business support. BS Accountancy graduate and Certified Xero Advisor with additional experience in bookkeeping, payroll, and financial administration.

CORE SKILLS

E-commerce Operations • Shopify & eBay • Customer Support • Refunds & Cancellations • Disputes & Chargebacks • Supplier Coordination • Order Tracking • Inventory Monitoring • Email & Calendar Management • Data Entry • Bookkeeping Support • Payroll • Team Coordination

PROFESSIONAL EXPERIENCE

E-commerce Customer Support / Manager — Shopify & eBay | Jul 2020 – Sep 2026

- Managed e-commerce store operations and customer support for businesses serving the US, UK, Australia, and New Zealand.
- Handled customer inquiries, complaints, order changes, cancellations, refunds, delivery issues, disputes, and chargebacks.
- Coordinated with dropshipping suppliers on product sourcing, order fulfillment, tracking, and customer concerns.
- Created and maintained product listings; monitored store operations and coordinated with other virtual assistants.

Administrative Assistant — Trivium (Part-time) | Oct 2020 – Nov 2025

- Managed customer service inboxes, email organization, template responses, and administrative documentation.
- Assisted with invoices, payroll records, budget tracking, and financial recordkeeping.
- Coordinated appointments, meetings, travel arrangements, and executive support tasks.

Executive Assistant / Insurance Policy Coordinator — Elevate / GFI | Aug 2024 – Feb 2025

- Managed calendars, correspondence, confidential records, and meeting documentation.
- Coordinated insurance policy requirements with agents, providers, and internal teams.

Bookkeeper / Payroll — Sunsa Solutions / Serenity Island (Part-time) | Jul 2024 – Aug 2024

- Checked resort transactions, verified staff time records, and prepared payroll reports and records.

Inventory Auditor — Budee Inc. | Sep 2022 – Apr 2023

- Conducted inventory counts and spot checks, documented discrepancies, and reported recurring issues.

Inventory Management Officer — Amazon (Part-time) | Sep 2020 – Dec 2020

- Monitored inventory and coordinated with suppliers regarding damaged or defective goods.

TOOLS & PLATFORMS

E-commerce: Shopify, eBay, Amazon, AliExpress, Alibaba, CJdropshipping, EPROLO, ParcelPanel, Trackacy
Customer Support & Collaboration: Gorgias, Zendesk, Freshdesk, RingCentral, Slack, Monday.com, WhatsApp
Accounting & Productivity: QuickBooks Online, Xero, Microsoft Excel, Google Sheets, Google Workspace
AI Tools: ChatGPT, Claude

EDUCATION & CERTIFICATION

Bachelor of Science in Accountancy — National University Manila | 2015–2020

Certified Xero Advisor