

# SAMUEL REU FLORES

I.T. Specialist / Amazon FBA Expert / All-around VA / Data Entry Specialist

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# ABOUT ME

I am an I.T. Graduate and have been working in the online industry for more than a decade now. I am a **Straight to the Point** type of person. I love minimalism.

During my free time, solving problems and finding a way to keep those at bay are some of the things I love to do. I also like watching documentaries, doing my Kata, analyzing things.

At work, I prefer to have a systematic approach to things and do things in a timely manner. I am also a team-player. Preferably, I'd like a long-term job relationship.

# JOB EXPERIENCES:



From 2016 – 2019, I worked for a company which sold various products in Amazon thru Amazon's FBA service. Some of the tasks I did are filing tickets to Amazon, Creating Listings from Scratch, Creating Variations, CX Warnings, dealing with customer's questions and reconciliation.

## FILING TICKETS

Filing tickets to Amazon was one of my main jobs when I used to work for a company that sold product to Amazon thru FBA. Some of the reasons why I had to open a ticket to Amazon was asking for them to fix improper listings, poor quality listings, fix images, and to remove invalid/wrong negative customer feedback.

sellercentral.amazon.com/cu/case-lobby?size=10&tab=your\_cases&sortFilter=creationDate&sortByAscOrDesc=DESC&page=23

Learn more about the columns in this table

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Creation Date	ID	Status	Primary E-mail	Short Description	
June 16, 2019 7:21:27 PM PDT	[REDACTED]791	Answered	samuelflores@[REDACTED]	Other FBA Issue	<a href="#">View</a>
June 14, 2019 6:22:05 PM PDT	[REDACTED]771	Answered	samuelflores@[REDACTED]	Roman Title Size	<a href="#">View</a>
June 14, 2019 4:45:35 AM PDT	[REDACTED]601	Answered	samuelflores@[REDACTED]	Other FBA Issue	<a href="#">View</a>
June 8, 2019 8:33:56 PM PDT	[REDACTED]291	Answered	samuelflores@[REDACTED]	Missing Listings	<a href="#">View</a>
May 19, 2019 10:11:38 PM PDT	[REDACTED]081	Answered	samuelflores@[REDACTED]	Wrong image reflecting	<a href="#">View</a>
May 16, 2019 10:41:40 PM PDT	[REDACTED]891	Answered	samuelflores@[REDACTED]	Reinstate Kurt Adler	<a href="#">View</a>
April 30, 2019 9:16:40 PM PDT	[REDACTED]621	Answered	samuelflores@[REDACTED]	This SKU has an inconsistent product classification with the ASIN	<a href="#">View</a>
April 24, 2019 11:25:21 PM PDT	[REDACTED]981	Answered	samuelflores@[REDACTED]	Fix Condition	<a href="#">View</a>

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FEEDBACK

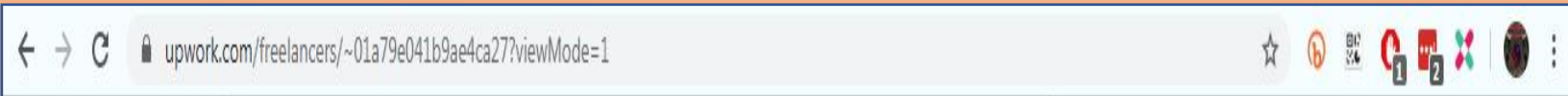
## CREATING LISTINGS

I also created listings from scratch, without using the feed-file option. This included both the variation and non-variation listings.

The screenshot shows an Amazon product page for a "Philly Cheese Steak Sandwich with Sign Ornament". The product image shows a sandwich with meat, cheese, and peppers on a bun, with a sign above it that says "PHILLY CHEESE STEAK". The product title is "Philly Cheese Steak Sandwich with Sign Ornament" by [redacted], with 13 ratings. The page includes a "See All Buying Options" button, "Add to List", and "Add to Wedding Registry" buttons. A notice states: "Due to increased demand, we temporarily have reduced product selection available for delivery to your region. We are working to improve selection availability as soon as possible." The product features include: Perfect for foodies, Hangs from a red ribbon, Measures 2.5" tall, Part of the Kurt Adler Foodie Network collection, and Made of resin and paint/mica. There is also a "Share" button and a "Have one to sell?" button with a "Sell on Amazon" option. An advertisement for "Mother and Daughter Bond Charm Ornament" is visible at the bottom right.

## VARIATIONS

The screenshot shows an Amazon product page for a "Baby Boys' Toddler Raglan T-Shirt". The product image shows a grey t-shirt with blue sleeves and a red collar, with the text "BIRTH DAY BOY!" printed on it. The product title is "Baby Boys' Toddler Raglan T-Shirt" by [redacted], with 216 ratings and 7 answered questions. The page includes an "Add to Cart" button and an "Add to List" button. The product features include: Fit: As expected (52%), Special Size: Toddler Boys, Color: Two, and 100% Cotton. There is also a "Share" button and an "Ad feedback" button. An advertisement for "BirdRock Baby Moccasins" is visible at the bottom right.



**Lead Generation Specialist Wanted** **\$17,596.25**

★★★★★ 4.00 Jun 2015 - Sep 2017 \$3.50 / hr

4,994 hours

**Creating Detailed Listings** **\$265.33**

★★★★★ 4.00 Nov 2016 - Dec 2016 \$4.00 / hr

66 hours

**Need help using bitcoins** **\$5.84**

★★★★★ 5.00 Nov 2016 - Dec 2016 \$7.00 / hr

1 hours

**School Spreadsheets** **\$33.30**

★★★☆☆ 2.60 May 2016 - Jun 2016 \$3.33 / hr

*I gave some directions around what I wanted and he provided me some content, but not exactly what I needed.* 10 hours

**Transcription services required** **\$183.15**

★★★★★ 3.60 Dec 2015 - Jan 2016 \$3.33 / hr

55 hours

**Transcription** **\$8.88**

Nov 2015 - Dec 2015 \$4.44 / hr

No feedback given 2 hours

**Blog/Article Writer - Full Time** **\$1,945.00**

Apr 2014 - Aug 2015 \$10.00 / hr

No feedback given 195 hours

# SKILLS AND TOOLS

Below are the tools I have used and skills set I have acquired thru years of working online and working with various clients

- Adobe Photoshop
- Amazon Listing
- Amazon Reconciliation
- Amazon Seller Central (*FBA*)
- Amazon Shipment
- Dealing with Amazon Customer Questions/Claims
- Amazon Reimbursements
- Amazon Filing Tickets
- Amazon Suppress-fix
- Amazon QA-fix
- AnyDesk
- Article Writing
- Asana
- Average of 75WPM Typing Speed
- Batch Script
- Bitcoin
- Calendar Scheduling (*Google Calendar*)
- Camtasia
- Computer Data Recovery
- Computer Hardware Troubleshooting and Repair
- Computer Networking
- Computer Reformat
- Dashlane
- Data Entry
- Data Mining
- Data Population
- Data Recovery
- Data Research
- DHCP
- Dropbox
- Email handling
- Google Calendar
- Google Docs
- Google Hangouts
- Hard Disk Data Wiping
- Hootsuite
- HTML 5/CSS3 – Frontend Web Development (*Basic Knowledge*)
- IDM
- KVCORE
- Lastpass
- Lightshot
- Loom
- Microsoft Visual Basic 6.0
- MS Office and Office 365 (*MS Teams, Planner, Word, PowerPoint, Excel, Access, Outlook, OneDrive, etc*)
- Odin
- OS Installation
- PayPal
- PowerISO
- ProPresenter
- Proxy Server
- RAT Tools
- Scheduled Facebook Posting
- Skype
- Slack
- Social Media (*Facebook, Twitter, Youtube, Instagram, Pinterest*)
- TeamViewer
- TimeDoctor
- ToR
- Trello
- Virtual Assistance (*VA*)
- ViciDial (*VoIP*)
- Video Conversion
- VMWare
- Windows Deployment Services
- Windows Server 2012 R2 Installation
- WordPress Blog Posting