



LIRA ANN MENDOZA

VIRTUAL ASSISTANT

CONTACT

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EDUCATION

- 2004 - 2005
LA CONSOLACION COLLEGE
MANILA
 - BSBA Major in Banking and Finance
- 2007 - 2008
ST. MARY'S COLLEGE
BULACAN
 - Professional Caregiving

EXPERTISE

- Virtual Assistance
- Data Entries
- Shopify Management
- Product Listings
- Customer Support
- Social Media Management
- Operations

LANGUAGES

- English
- Filipino

WORK EXPERIENCE

OPERATIONS SPECIALIST AND CUSTOMER SERVICE Feb 2025 – Present SUPERFRESH, SPREAD FATHERHOOD, AND HEROIC IDOL

Proficient in customer service, e-commerce operations, and order fulfillment. Managed all aspects of the customer journey for three apparel brands, including shipping, processing returns and refunds, product listing management, inventory control, and the implementation of promotional activities

SHOPIFY MANAGER AND EMAIL SUPPORT June 2024 – Present CARD EMBLEMS AND IDOL SKINS

My responsibilities extend beyond order fulfillment to encompass staff management. I am adept at interviewing, training, and onboarding new team members, ensuring they are equipped to contribute effectively. I excel at managing a high volume of orders, efficiently processing 300 to 500 daily, while ensuring customer satisfaction through timely fulfillment, refunds, and cancellations as needed. I leverage Canva to create mail labels, streamlining the delivery process, and provide responsive customer service support via email and chat, consistently striving to exceed expectations

DATA ENTRY SPECIALIST AND EMAIL SUPPORT Feb 2022 – Jan 2025 THE HEADCOUNT

Proficient in collecting and verifying timekeeping information for all employees, ensuring accurate and timely calculation of pay based on hours worked, incorporating leaves, and accounting for overtime. Skilled in calculating bonuses and commissions when applicable, recognizing and rewarding exceptional performance. Well-versed in addressing customer concerns and providing assistance through email communication regarding employee information, ensuring prompt and satisfactory resolution

VIRTUAL ASSISTANT / SHOPIFY MANAGEMENT May 2022 – May 2024 CHARMING'S®

Experienced in comprehensive management of product listings and personalization, demonstrating a keen eye for detail and a commitment to showcasing each product's unique features. Proficient in maintaining website aesthetics and functionality, including theme and page management, ensuring an optimal user experience. Skilled in staff management, including roster creation and the implementation of efficient work schedules. Entrusted with the responsibility of training new staff, providing comprehensive onboarding and continuous learning opportunities to ensure team success.

ORDERLIST AGENT IN SHOPIFY July 2023 – Sept 2023 DROPSHIP

Diligently ensure the creation and timely submission of daily order lists. Meticulously update financial information on a daily basis, maintaining accurate records. Thoroughly process and fulfill all orders, ensuring prompt delivery and customer satisfaction. Scrutinize and verify the accuracy of all orders in invoices, meticulously cross-referencing information. Diligently verify the correctness of supplier's prices and invoices, ensuring accuracy and adherence to established agreements