



# Elin Austria Jr

## E-commerce Fulfillment

Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

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☎ +97150-732-2724

📍 Al Khalidiyah St., Abu Dhabi, UAE

## SKILLS

Computer Literate (MS Tools, Word, Power Point and Excel), WMS, Seller Center.

5S/6S/7S Practices, Time and Motion Study, QMS

Knowledgeable in AutoCAD, SketchUp, Twin Motion, Enscape (2D, 3D and Animation)

Can work with minimum supervision and adjust to changing shift and environment

Leadership and Team worker

## AFFILIATION

Certified Lean Six Sigma Yellow Belt and Standard First Aid and BLS-CPR with AED Training

PNC 5S Engineering Team – Layout Artist

## EDUCATION

BS Industrial Engineering

  
**Elin Austria Jr**  
Applicant

## WORK EXPERIENCE

### Fulfillment Operation - Outbound Shift Officer

SCommerce – Shopee Philippines

10/2024 – 02/2025

Calamba, Laguna

#### Duties and Responsibilities

- ▣ Improved order accuracy in picking, packing, and shipping, reducing errors and returns.
- ▣ Managed high-volume outbound shipments while maintaining speed and quality.
- ▣ Ensured inventory accuracy, preventing stockouts and overstocking.
- ▣ Enhanced packaging quality control, minimizing shipment issues.
- ▣ Implemented process improvements, reducing delays and increasing efficiency.
- ▣ Streamlined warehouse coordination, improving communication with inventory and customer service teams.

### Fulfillment Operation - Continuous Improvement

SCommerce – Shopee Philippines

08/2024 – 10/2024

Calamba, Laguna

#### Duties and Responsibilities

- ▣ Optimized processes and workflows, reducing waste in time, resources, and costs.
- ▣ Improved service quality and boosted employee engagement and morale through structured improvements.
- ▣ Identified opportunities for efficiency gains, leading to increased productivity.
- ▣ Successfully implemented incremental process changes in collaboration with cross-functional teams.
- ▣ Standardized new and improved processes, ensuring consistency and long-term benefits.
- ▣ Conducted training and development sessions, equipping teams with new tools and techniques to sustain improvements.
- ▣ Ensuring the quality of consumable items through regular inspections

### Business Support - Logistics and Disputes

SCommerce – Shopee Philippines

03/2022 – 07/2024,

Calamba, Laguna

#### Duties and Responsibilities

- ▣ Resolved FBS disputes efficiently, reducing auto-refunds and ensuring timely claim resolutions.
- ▣ Enhanced dispute validation processes by analyzing system data, collecting evidence, and determining appropriate actions.
- ▣ Optimized warehouse dispute handling through Time and Motion Studies and process improvements
- ▣ Improved operational coordination by providing trucking details and handling R.O. creation for vendor operations.
- ▣ Strengthened collaboration by presenting monthly reports and aligning with warehouses for process improvements.
- ▣ Ensured smooth logistics operations by escalating issues to SBS Shops and key stakeholders for resolution.
- ▣ Implemented warehouse efficiency initiatives, conducting weekly Gemba walks to identify areas for improvement.
- ▣ Monitor and manage consumable stock levels in the warehouse.
- ▣ Report any damaged, expired, or low-quality items and take appropriate action.

### Disputes Analyst

Tomodachi Global Resources, INC.

10/2021 - 01/2022,

Cabuyao, Laguna

#### Duties and Responsibilities

- ▣ Efficiently managed FBS disputes, ensuring timely resolutions and minimizing financial losses.
- ▣ Improved dispute accuracy by validating system data, analyzing proof, and collecting evidence for proper resolution.
- ▣ Ensured compliance and fairness by providing accurate and well-documented responses to disputes.

## **Kitchen Assistant**

### **Enchanted Kingdom**

*01/2020 – 5/2020*

#### *Duties and Responsibilities*

*Sta.rosa, Laguna*

- ▣ Washed dishes, utensils, and kitchen equipment to maintain cleanliness and ensure readiness for use.
- ▣ Assisted in food preparation, including chopping ingredients, portioning meals, and cooking under the supervision of the kitchen staff.
- ▣ Cleaned and sanitized kitchen areas, dining spaces, and workstations to uphold hygiene standards.
- ▣ Monitored food stock levels and reported shortages to ensure smooth operations.
- ▣ Handled basic food storage tasks, ensuring ingredients were properly labeled and stored to prevent spoilage.