

RONILYN CELESTIAL

E-commerce & Product Operations

CONTACT

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📍 | Rizal, Philippines

SUMMARY

5 years in the Virtual Assistance industry, specialising in operations and inventory management. Results-driven with a hands-on approach to streamlining workflows, reducing inefficiencies, and managing high-volume data. Known for practical problem-solving, reliability, and delivering consistent results in fast-paced environments.

EDUCATION

● Bachelor of Science in Education with Specialization in TLE (CTE)

Philippine Normal University

2013 - 2017

Lopez, Philippines

LANGUAGE

UK English & US English

TOOLS PROFICIENCY

Admin: Google Suite, Microsoft 365

Design: ChatGPT, Gemini AI, Adobe Photoshop, Canva

Operations & CRM: Internal Admin Panels, RealGreen, Nearmap, Salesforce, Hubspot

WORK EXPERIENCE

Operations & Inventory Specialist | Freelance Upwork (Bookme NZ/AU) June 2022 - Present

Focus: Product & Inventory Management

- Managed 2000+ product inventories.
- Streamlined booking workflows to reduce errors and improve satisfaction.
- Collaborated with teams to resolve discrepancies and optimize stock.
- Serves as the primary escalation point for the Customer Support team, resolving urgent product updates and real-time inventory issues.
- SaaS support for business owners (Bookme NZ platform)

Service Operations Coordinator | Seasonal Mainely Grass (Maine, USA) March 2022 - 2025

Focus: Invoice Creation, Route Optimization & Remote Estimation

- Performed remote property estimates via Nearmap.
- Optimized daily route logistics for 15+ technicians.
- Managed RealGreen dispatching, invoicing, and production workflows.
- Executed automated upsell campaigns and client communication triggers.

CERTIFICATIONS

GenAI Certified

- Design Prompts for Everyday Work Tasks
 - ID: EF7WUSA0XR XV
- Start Writing Prompts like a Pro
 - ID: 7FZQLQVQK7S7