



LIEZL OROSCO

Operations Virtual Assistant | Retail & Administrative Expertise

CONTACT

- +639495055509
- liezlorosco28@gmail.com
- Iguig Cagayan Valley, Philippines

EDUCATION

Our Lady of Fatima University
Bachelor of Science in Tourism
2009- 2013

KEY SKILLS

- Operations Management & Workflow Optimization
- Team Coordination & Staff Scheduling
- Inventory & Order Management
- Sales Reporting & Financial Reconciliation
- Administrative Support & Data Entry
- Customer Service & Communication

TOOLS AND PLATFORMS

- QuickBooks
- Xero
- Microsoft office
- Trello, Asana, ClickUp
- Google Sheets
- Microsoft Excel
- JDA & SAP (for retail Industry)
- Seller Central and Keepa

ABOUT ME

Experienced operations and retail professional with 11 years of expertise in retail management, administrative operations, and team coordination. Skilled in workflow optimization, inventory management, staff supervision, and report preparation. Now leveraging practical business experience to provide remote Operations VA services, helping small businesses streamline processes, manage teams, and track performance efficiently.

PROFESSIONAL EXPERIENCE

Store Supervisor Admin | Toys R Us

2022- 2026

- Supervised daily store operations and a team of 30 staff, ensuring efficiency and smooth workflow handling, and compliance with company policies
- Visual Merchandising: Ensuring products are displayed according to company standards and promotions are set up correctly
- Monitored inventory levels, conducted regular stock checks, and coordinated with suppliers for timely replenishment
- Record-Keeping: Maintaining accurate records of sales, stock, employee attendance, and expenses

Head Cashier |Ever Supermarket

2014 - 2021

- Managed cash transactions, reconciliations, and daily financial reporting
- Ensured accurate sales tracking and maintained financial records
- Trained and supervised front-end staff for excellent customer service
- Resolved customer complaints and maintained high satisfaction standards
- Assisted in implementing process improvements to enhance store efficiency