

Roland Plomes Jr.

E-Commerce Operations Manager

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PROFESSIONAL SUMMARY

E-Commerce Operations Manager with four years of experience across supply chain and marketplace operations for brands in the US and European markets. Handles sourcing, quality control, platform compliance and Amazon account management as the single point of accountability on distributed accounts. Works to documented processes, with change control applied to every account change.

CORE COMPETENCIES

- **Supply Chain and Procurement:** Supplier Identification and Negotiation, RFQ Management, Incoterms (EXW, FOB, DDP), Pre-Shipment Inspection, Quality Assurance, Inventory and SKU Management, Landed Cost Analysis, Gross Margin Analysis, Production Schedule Coordination.
- **Marketplace Operations:** Amazon Seller Central, Account Health and Compliance, Sponsored Products and Sponsored Brands, Bulk Operations, Catalog and ASIN Management, Listing Optimization, SEO and Keyword Research, Affiliate and Influencer Outreach.
- **Operations Management:** SOP Development, Process Mapping, Change Control, KPI Reporting, Root Cause Analysis, Vendor Management, Workflow Optimization, Cross-Functional Coordination, Talent Sourcing and Interviewing, Launch Roadmap Management.
- **Platforms and Tools:** Amazon Seller Central, Amazon Advertising, Sellerboard, Shopify, TikTok Shop, Alibaba, AWIN, Asana, Notion, Excel / Google Sheets, Claude.

EXPERIENCE

E-Commerce Operations Manager

May 2023 – Present

Freelance · Remote

Sourcing, product development and marketplace operations for e-commerce brands in the US and European markets, covering supplements, kitchenware, lifestyle products, packaging and consumer accessories.

Sourcing and Supply Chain

- Sourced, inspected or held inventory responsibility for 60+ SKUs across four brand lines in supplements, kitchenware, lifestyle products and consumer accessories.
- Tracked daily inventory levels and coordinated reorder schedules to prevent stockouts and reduce storage fees.
- Evaluated Incoterms including EXW, FOB and DDP against landed cost to protect margin on each order.
- Ran RFQ processes with manufacturers in China, with supplier outreach in Vietnam and India, comparing pricing, MOQ, lead time and compliance standards through Alibaba and direct factory channels.

- Negotiated pricing, MOQ and payment terms, coordinated sample requests, and managed supplier communication through full product development cycles.
- Built product specification sheets and packaging briefs, verifying dimensional accuracy and brand compliance before production runs.

Process and Coordination

- Documented recurring account work into daily, weekly, monthly and quarterly operating routines with fixed decision rules.
- Built centralized tracking systems in Asana and Notion to manage cross-functional workflows across distributed remote teams.
- Sourced, interviewed and onboarded specialized freelance talent, and managed product launch roadmaps across the 2024 to 2026 pipeline.

Quality Assurance and Inspection

- Wrote formal product inspection reports covering dimensional accuracy, material quality, functionality testing and a pass or fail recommendation.
- Coordinated third-party pre-shipment inspections and evaluated samples against client specifications before authorizing bulk production.
- Identified product limitations prior to bulk order commitment, preventing costly purchasing errors.

Project Manager

January 2023 – May 2023

My Amazon Guy ·

Remote

- Managed high-volume Amazon service orders across listing optimization, A+ content, storefronts and account reinstatements.
- Maintained centralized client trackers giving real-time visibility across multiple concurrent projects.
- Audited internal onboarding workflows, improving handoff accuracy and reducing task friction between teams.
- Coordinated cross-team communication via Slack, flagging blockers and keeping internal and client teams aligned.

Amazon Specialist

July 2022 – December 2022

My Amazon Guy ·

Remote

- Built and managed Amazon product catalogs of 1,000+ SKUs, handling ASIN creation, variation mapping and listing accuracy.
- Ran Sponsored Products and Sponsored Brands campaigns, adjusting bids against ACoS and ROAS targets.
- Resolved suppressed listings and backend catalog errors through direct platform troubleshooting.
- Developed A+ Content and Brand Story modules to improve product presentation quality.

EDUCATION

B.S. Cruise Ship Management

April 2017

John B. Lacson Foundation Maritime University · Iloilo, Philippines