

# Wenjie Chen

## E-commerce, Marketplace & Order Support

New York metro area  
Cantonese & Mandarin · Conversational English  
Phone / email added only after candidate approval

### TARGET ROLES

**E-commerce Operations Assistant · Marketplace / Order Support · Product Listing or Catalog Support · Chinese-speaking Customer Support**

### SUMMARY

Hands-on commerce and customer-operations candidate with practical evidence of sourcing, pricing, buyer communication, demand response and repeat-customer management. Combines direct small-scale marketplace execution with time-sensitive Cantonese radio operations: program flow, status tracking, handoffs and exception escalation. Targets structured order, listing and customer-support roles, not advertising, P&L or people management.

### CORE STRENGTHS

- Order, buyer and availability follow-up
- Demand-aware pricing and sell-through decisions
- Marketplace reputation and repeat-customer care
- Product / inventory availability coordination
- Customer-status updates and expectation setting
- Process discipline, handoffs and exception escalation

### EXPERIENCE

#### Independent E-commerce & Customer Operations

Private cross-border / peer-to-peer commerce  
· 2020 (final dates to confirm)

- Coordinated cross-border / peer-to-peer merchandise transactions exceeding ¥100K in total transaction value, primarily in RMB; handled sourcing, buyer communication, pricing and fulfillment follow-up.
- Built and maintained a repeat-customer contact base of 2,000+ through WeChat and accumulated hundreds of positive Xianyu reviews, based on candidate-provided records.
- During the 2020 PS5 supply shortage, secured and sold through dozens of units by tracking availability, timing listings, communicating clearly with buyers and closing fulfillment loops.
- Turned customer feedback, availability and demand signals into practical next-step decisions without claiming enterprise marketplace, advertising or P&L experience.

#### Cantonese Radio Broadcast Operations / Master Control

Long-term Cantonese radio role · reported 7+ years; exact title and dates to confirm

- Role-standard candidate-review wording: maintained status awareness, timing and continuity across scheduled programming; converted schedule changes or exceptions into clear next-step handoffs.
- The same pattern maps to order-status follow-up, listing checks, customer expectation updates and routing exceptions to the appropriate owner. Retain only duties personally performed; confirm title, employer, languages and systems.

### BEFORE USE

Confirm every commerce metric, platform name, date, title, radio-duty bullet and proof record. Remove any role-standard duty not personally performed. This version is for order / listing / customer-support roles only; do not use it to imply Shopify, Amazon, eBay, ads, CRM, ERP, P&L or manager experience.