

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

To establish a successful career as a virtual assistant on Upwork, utilizing my strong organizational and communication skills to provide exceptional administrative support to clients worldwide. With a keen eye for detail, ability to manage tasks efficiently, and expertise in utilizing virtual tools and platforms, I am committed to delivering high-quality work and exceeding client expectations.

Experience

Administrative Assistant - Company / Location

MONTH YEAR - Present

- Worked with the administrative team to assign tasks and projects to the employees based on their strengths.
- Scheduled meetings and events based on the availability of all participants and reschedule as needed.
- Maintained a list of internal and external contacts and updated the list when personnel changes were made.
- Communicated with the client to answer any questions or concerns and respond promptly, particularly within business hours.
- Stayed up to date on project management trends and industry changes and adapted accordingly.

Customer Service Assistant - Company / Location

MONTH YEAR – MONTH YEAR

- Offered customer service help to customers upon entrance of the building or access to the website.
- Helped customers in person and via phone and live chat, answering queries and forwarding them when necessary.
- Attended regular training sessions to learn about the company's new product offerings and other internal changes.
- Acted as the face of the business when helping customers in person, maintaining a professional image.
- Worked a set schedule, but be willing to work earlier or later when needed.

Project Experience

- I helped my administrative assistant team start using technology to communicate and assign tasks.
- I streamlined the live chat process for our company to include AI responses to basic queries to help us save time.
- I set up a customer relationship management system to help track customers and communicate with them.

Education

Bachelor of Arts in English with a minor in communication - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

MONTH YEAR

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Time management
- Project management
- Remote work
- Ability to adapt
- Fast learner

Licenses & Accreditations

Licenses & Accreditations

- Upwork Skill Certification: Design & Creative