



VANESSA [REDACTED]

I am an executive assistant with two years of experience in providing administrative support to senior executives. I have excellent communication, organizational and problem-solving skills, and I am proficient in software applications. I have also worked as a customer service representative for five years, where I handled customer inquiries, complaints and feedback with professionalism and courtesy. I am passionate about delivering high-quality service and exceeding expectations.

Work Experiences

[REDACTED] Nov 2023 - Jun 2024

Investment Relations Officer

Developing and managing relationships with investors and shareholders, ensuring transparent communication about our financial health and strategic initiatives. Creating and presenting detailed reports on the hospital's financial performance, growth opportunities, and market trends to current and potential investors.

[REDACTED] Jul 2023 - Oct 2023

Virtual Executive Assistant

Collaborating with the CEO to align social media efforts with business goals. Calendar management, Email management and travel management. Ensure that there is reserved, blocked time allocated for focused work, email checking, and other essential tasks. Creating and posting engaging content for Facebook, Instagram, TikTok, YouTube, Twitter, and LinkedIn. Developing and implementing social media strategies to increase brand awareness, reach, and engagement. Monitoring and analyzing social media metrics and performance using tools such as Google Analytics, Facebook Insights, etc. Interacting with our followers and potential customers, responding to comments and messages, and building relationships. Researching and staying updated on the latest social media trends, best practices, and competitors.

[REDACTED] Mar 2023 - Jul 2023

Virtual Executive Assistant

Calendar, email and travel management. Basic bookkeeping including monitoring and managing expenses within established budgets and guidelines, identifying any discrepancies or potential opportunities for cost savings. Verifying receipts, invoices, and other supporting documents for accuracy and completeness. I also had the opportunity to work in a diverse and dynamic role within a creative department. My responsibilities spanned across three key areas: basic photo and video editing, account management, and lead generation. In the creative department, I was responsible for basic photo and video editing tasks. As an account manager, I handled client accounts and served as their primary point of contact. I became adept at handling a wide range of client communications, including phone calls, text messages, and emails. Prospecting business owners and generating leads through cold outreach on various social media platforms.

[REDACTED] Dec 2021 - Mar 2023

Executive Assistant / Sales Team Lead

Aside from calendar management, making sure everything is aligned to the schedule of the CEO. Travel management, planning and scheduling all flight and hotel reservations. And email optimization, targeting to clean all email both personal and work proper, everything is updated, and all clients receive response on a timely manner. Another part of my role is to manage a team of appointment setters and ensure that we are achieving our goals and objectives. I am responsible for leading and motivating the team, setting targets, and providing the necessary training and resources to help the team succeed. I work closely with the sales team to understand their needs, identify potential leads, and develop effective scripts and strategies for appointment setting.

[REDACTED] Feb 2020 - Dec 2021

Customer Service Representative

As a call center agent that handles a healthcare account, my primary role is to assist customers in understanding and utilizing their healthcare benefits provided by their insurance company. This includes answering questions related to coverage, claims, and benefits, and helping providers navigate through the complex healthcare system.

[REDACTED] Jul 2018 - Feb 2020

Customer Service Representative

As a customer service representative for the educational learning account, my role is to provide exceptional support to customers by answering their inquiries regarding their orders of books, e-books, and courses. I am responsible for tracking online orders and ensuring that they are delivered to the customers in a timely and efficient manner. I also receive calls from students, teachers, and libraries from all universities in the USA, who are looking to place orders for books, e-books, and courses. I assist them in selecting the right products, ensuring that their orders are accurate, and processing payments.

[REDACTED] Nov 2016 - Jul 2017

Customer Service Representative

