



JONAS [REDACTED]

[REDACTED]

Executive Assistant

Dedicated professional with 8 years of experience seeking a challenging role to leverage expertise in various fields for the company's success. Eager to contribute to efficiency, innovation, and growth within a dynamic team.

EXPERTISE

- Customer Service
- Technical Support
- Sales
- Social Media Marketing
- Executive Assistance
- Product Development
- Marketing Strategy
- Email and Phone Management
- Appointment setting
- Cold Calling

TOOLS



Experience

Appointment Setter | [REDACTED]

April 2024 - Present

- Sales and Cold Calling
- Generating leads and setting appointments

Executive Assistant | [REDACTED]

October 2022 - March 2024

- Phone and Email Management
- Onboarding New Employees
- Inquiry Assistance
- General Administrative Tasks
- Social Media Management
- Appointment Setting
- Administrative support
- Calendar Management
- LinkedIn Prospecting
- Email Marketing
- Canva Editing and content creation

Executive Assistant | [REDACTED]

June 2020 - October 2022

- Guest Communication for Airbnb
- Appointment setting for Real estate Investors
- Graphic design and social media content creation
- Email and Calendar Management

Technical Support Representative | [REDACTED]

November 2017 to November 2022

- Receiving Inbound calls daily
- Helping customers with their Internet, TV, and VOIP concerns
- Provide top-quality customer service
- Upselling services and adding value to customer's account

Team Leader (Coach) | [REDACTED]

- Assisting new colleagues with their questions and concerns
- Initiating coaching sessions to make sure that agents are aligned with the process

Sales/Technical Support Representative | [REDACTED]

[REDACTED]

February 2016 to November 2017

- Selling Anti-virus Software
- Providing Premium Technical Support

Sales Mentor | [REDACTED]

- Promoted as a Sales Mentor within 6 months of service
- Taking supervisory calls
- Managing a Team and providing weekly coaching

EDUCATION

Bachelor of Science in Information Technology

[REDACTED]

2012-2015