

# LAURA.

## VIRTUAL ASSISTANT SPECIALIZED IN MANAGEMENT AND CUSTOMER SERVICE

*I am a Virtual Assistant specializing in Management and Customer Service. With over two years of experience in customer service and more than a year as a virtual assistant, I am passionate, organized, and dedicated to seeking opportunities for personal and professional growth.*

*My mission is to provide quality support, plan and organize tasks and projects, and find effective and creative solutions to any challenges that may arise. I believe in the power of teamwork, as great achievements are reached through the combined efforts of hands, hearts, and minds working towards the same goal.*

### EDUCATION

#### ASSOCIATE DEGREE - IUTI

2016 - 2018 | INDUSTRIAL MANAGEMENT

#### CERTIFICATION IN HEALTH, SECURITY AND ENVIRONMENT (HSE)

2018 | UNIVERSITY JOSÉ ANTONIO PÁEZ

#### MARKETING PLAN

2018 | SERVICIO NACIONAL DE APRENDIZAJE (SENA)

#### DIGITAL MARKETING

2022 | UDEMY

#### REMOTE JOB

2022 | TRABAJANDO REMOTO

#### PROFESSIONAL SKILLS

- Time management ●●●●●
- Teamwork ●●●●●
- Tech-savvy ●●●●●
- Customer service ●●●●●
- English C1 ●●●●●

#### PERSONAL SKILLS

- Productivity ●●●●●
- Problem-solving ●●●●●
- Responsibility ●●●●●
- Growth Mindset ●●●●●
- Fast learner ●●●●●
- +2 working remotely ●●●●●

#### TOOLS

- Trello ●●●●●
- Slack ●●●●●
- Canva ●●●●●
- Google Drive ●●●●●
- Google Sheets ●●●●●
- CRM (Salesforce, Oracle) ●●●●●

### WORK EXPERIENCE

1. WebHelp | November 2020 - May 2021
2. ██████████ | July 2023 - Present

#### CUSTOMER SERVICE REPRESENTATIVE

- Provide tech support to clients as first level of contact through calls, e-mail and live chat.
- Troubleshooting technical problems.
- Payment support as a Tier 2 agent.
- Identify, evaluate and provide appropriate solutions to concerns and problems reported by customers.
- Document, report and escalate customer's requests to proper departments via tickets.
- Manage and keep an internal record of customer interactions.
- Follow up with the customer to achieve customer satisfaction.
- Monitoring of KPI's and Quality Analysis to maintain process effectiveness and customer satisfaction.

3. Content Creators Solutions LLC | June 2021 - June 2023

#### VIRTUAL ASSISTANT

- Project management coordinating tasks and providing support to team members.
- Assisted with developing and implementing social media strategies.
- Scheduled content across social media accounts such as Instagram, TikTok and YouTube.
- Provided support in content creation.
- Assisted with the creation of monthly social media plan calendar.
- Update social media content.
- Billing.
- E-mail management.
- Agenda's management and follow-up.
- File management through Google Drive.
- Research and contact of Freelancers.
- Research and quotation of potential clients.
- Transcription and translation of documents (English to Spanish / Spanish to English).
- Research and recording of information and data.
- Preparation and organization of training resources.