



ALEXIS

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Social Media Management
- Digital Marketing Coordination
- Social Media Advertising
- Community Management & Engagement
- Content Creation & Marketing Support
- Email Marketing & Automated Campaigns
- Lead Generation & Lead Management
- CRM Management & Automation
- Customer Service & Customer Support
- Email & Chat Support
- Customer Issue Resolution
- Upselling & Sales Support
- E-commerce Operations
- Product Research & Listing Management
- Inventory Data Management
- Administrative & Virtual Assistant Support
- Customer Account Management
- Order Auditing & Quality Assurance
- Training & Onboarding
- Reporting & Documentation

TOOLS

- GoHighLevel
- Canva
- Salesforce
- Zoho CRM
- Notion

Results-driven Virtual Assistant with 18+ years of experience providing executive support, customer service, digital marketing, and eCommerce operations for international clients across multiple industries. Proven track record of managing complex administrative workflows, executing lead generation and social media campaigns, coordinating customer communications, supporting eCommerce operations, and leveraging CRM platforms to improve efficiency, drive business growth, and enhance customer satisfaction. Brings strong expertise in calendar and email management, administrative support, CRM systems, digital marketing, customer relationship management, and workflow optimization, helping organizations streamline operations, increase productivity, and deliver exceptional client experiences.

WORK EXPERIENCE

MARKETING COORDINATOR/SOCIAL MEDIA MANAGER

Tidyness Cleaning SA, Texas | May 2024 – April 2026 (2 Years)

- Managed digital marketing campaigns using GoHighLevel, created automated email campaigns and targeted social media ads for lead generation, designed marketing assets in Canva, maintained brand consistency, and managed community engagement and social media growth strategies.

CUSTOMER SUPPORT VIRTUAL ASSISTANT

The WellBio Science, US | November 2023 – April 2024 (6 Months)

- Provided high-level email and chat support, resolved customer inquiries promptly, generated leads through customer interactions, and contributed to revenue growth through strategic upselling.

EXECUTIVE VIRTUAL ASSISTANT (E-COMMERCE)

Etsy & eBay, Australia | January 2023 – March 2023 (3 Months)

- Managed end-to-end e-commerce operations including product research, product listing optimization, inventory data entry, image editing, and store performance improvements through data-driven strategies.

ORDER AUDITOR/PRODUCT TRAINER/CUSTOMER SUPPORT SPECIALIST

Midwest Depot, US/Canada | September 2015 – December 2022 (7 Years, 4 Months)

- Audited customer orders for compliance, trained and onboarded new employees, developed e-commerce training materials, supervised team members, and provided customer support while ensuring operational accuracy and minimizing financial risk.

ACCOUNT SPECIALIST (TRUSTED PROFESSIONAL)

AT&T National Business Ordering, US | April 2014 – September 2014 (6 Months)

- Managed wireless business and consumer accounts, resolved technical service issues, monitored subscriptions and equipment status, and ensured uninterrupted service delivery.

VIRTUAL ASSISTANT/SOCIAL MEDIA MANAGER

CR Review Specialist Inc. (Global) | February 2014 – April 2014 (3 Months)

- Managed reports, digital documentation, social media accounts, and student correspondence while supporting organizational operations across multiple countries.

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