



LEONETTE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Executive Assistance
- Administrative Support
- Calendar Management
- Inbox & Email Management
- Executive Communication
- CRM Management
- Project Management
- Task Coordination
- Remote Team Coordination
- Workflow & Process Management
- Document Preparation & Editing
- Bookkeeping Support
- Bank Reconciliation
- Expense Tracking
- Invoice Management
- Financial Record Maintenance
- Data Entry & Data Management
- Client Communication & Support
- Case Management
- File & Document Management
- Travel Coordination
- Meeting Scheduling
- Newsletter Creation & Distribution
- Website Content Management
- HIPAA Compliance
- Customer Support

TOOLS

- QuickBooks
- Filevine
- Asana
- Dropbox
- Mailchimp
- Canva
- Microsoft Outlook
- Notion
- HubSpot CRM
- DocuSign
- Microsoft Office 365
- Google Workspace
- WordPress Divi
- Salesforce
- Intercom
- Stripe
- Discord
- Prognosis EMR
- Weave

Results-driven Executive Assistant with 5+ years of experience providing high-level executive, administrative, and operational support in remote, fast-paced environments. Proven track record of managing complex calendars, coordinating 20+ executive meetings weekly, overseeing CRM systems, financial documentation, and cross-functional projects while maintaining accuracy, confidentiality, and operational efficiency. Brings strong expertise in executive support, project coordination, inbox and calendar management, CRM administration, and process optimization, helping organizations streamline workflows, enhance executive productivity, and ensure seamless day-to-day business operations.

WORK EXPERIENCE

ADMINISTRATIVE ASSISTANT (REMOTE)

Experts in Medicine | February 2023 – February 2026 (3 Years, 1 Month)

- Provided executive administrative support, managed digital filing systems, handled invoicing, expense tracking, bank reconciliations, and bookkeeping in QuickBooks, coordinated case management, maintained website content, prepared newsletters and marketing materials, and managed calendars and internal documentation.

EXECUTIVE ASSISTANT (REMOTE)

Cedar | June 2025 – January 2026 (8 Months)

- Managed executive calendars and high-volume inboxes, coordinated meetings and travel, prepared reports and legal documents, tracked projects and financial records, maintained HubSpot CRM, and created presentations and marketing materials.

DATA ENTRY SPECIALIST (REMOTE)

Apple Healthcare Group | February 2023 – November 2025 (2 Years, 10 Months)

- Maintained patient records in Prognosis EMR, performed chart pre-scrubbing for billing, organized healthcare data for reporting, ensured HIPAA compliance, and managed patient communications and appointment reminders.

CHAT SUPPORT REPRESENTATIVE (REMOTE)

Daily Box Club | May 2024 – June 2025 (1 Year, 2 Months)

- Delivered customer support via chat and email, resolved order and payment concerns, maintained CRM records, and ensured high customer satisfaction through timely issue resolution.

CUSTOMER SERVICE REPRESENTATIVE

Eperformax (Sprint) | April 2019 – January 2023 (3 Years, 10 Months)

Alorica (AT&T) | August 2016 – August 2017 (1 Year, 1 Month)

Qualfon (Straight Talk) | December 2013 – February 2015 (1 Year, 3 Months)

- Handled inbound customer support for billing, account management, service upgrades, and technical issues while maintaining service quality and customer satisfaction standards.
- Assisted customers with billing, account inquiries, technical support, and account documentation while meeting performance and quality metrics.

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