



JONATHAN

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support (Email, Chat, Operations)
- Operations Management & Workflow Coordination
- Executive & Administrative Support (Calendar, Inbox, Scheduling)
- Project Coordination & Task Management
- Process Improvement & Workflow Automation
- CRM & Data Management
- Research & Documentation (SOPs, Reports)
- E-commerce Support (Shopify Operations)

TOOLS

- Notion
- Google Workspace
- Microsoft Office
- Asana
- Trello
- Zapier
- Dropbox
- Airtable
- Salesforce
- Shopify
- WordPress
- Squarespace
- Canva

Results-driven Virtual Assistant with 13+ years of experience in operations support, executive assistance, and project coordination across eCommerce and service industries. Proven track record of streamlining workflows, improving task efficiency through automation, and managing high-volume scheduling, vendor coordination, and customer support operations. Brings strong expertise in CRM systems, project management tools, and process optimization, helping organizations enhance productivity, maintain operational accuracy, and support scalable business growth.

WORK EXPERIENCE

OPERATIONS ASSOCIATE

Houst | November 2023 – February 2026 (2 Years, 4 Months)

- Coordinated property operations including scheduling, vendor management, and issue escalation while maintaining documentation and improving cross-team workflows.

TECHNICAL VIRTUAL ASSISTANT

My Fab Finance | August 2022 – November 2023 (1 Year, 4 Months)

- Supported administrative workflows, conducted research, managed scheduling, and maintained organized records to improve operational efficiency.

CUSTOMER SUPPORT & VIRTUAL ASSISTANT

Club Loofah | December 2020 – July 2022 (1 Year, 8 Months)

- Handled customer inquiries, updated Shopify records, and supported administrative coordination for smooth operations.

PROJECT MANAGEMENT CONSULTANT (CONTRACT)

Garvey Residential | September 2021 – January 2022 (5 Months)

- Built Trello workflows, implemented Zapier automations, and improved task management systems.

VIRTUAL EXECUTIVE ASSISTANT

Sleep Easy UK | January 2021 – September 2021 (9 Months)

- Managed inbox and calendar, conducted research, prepared reports, and supported Shopify inventory and lead generation tasks.

BUSINESS DEVELOPMENT MANAGER

Elite Web | May 2020 – March 2021 (11 Months)

- Managed lead generation workflows, maintained CRM records, and supported administrative and operational tasks.

INTERNET RESEARCHER & ADMIN SUPPORT

Sourceress | July 2017 – February 2020 (2 Years, 8 Months)

- Compiled candidate data, maintained records, supported onboarding materials, and ensured high data accuracy.

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WORK EXPERIENCE

VIDEO ANALYST

Entertainment Data Oracle | May 2015 – June 2017 (2 Years, 2 Months)

- Analyzed and categorized video content data while meeting quality standards.

INTERNET RESEARCHER

Classic Bits | August 2014 – April 2015 (9 Months)

- Conducted research and verified company and contact information for database accuracy.

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