



MYRA

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Email Management
- Calendar Management
- CRM Management
- Client Communication
- Customer Support (Email, Chat & Phone)
- Email Marketing
- Marketing Campaign Execution
- Content Writing
- Copywriting
- Webinar Coordination
- Workflow Coordination
- Administrative Support
- Operations Support
- Data Management
- Data Reporting
- Customer Relationship Management
- Website Content Management
- Newsletter Creation
- Sales Support
- Appointment Setting
- Cold Calling
- Contact List Management
- Project Coordination
- Process Documentation
- Translation Project Management

TOOLS

- HubSpot CRM
- Zendesk
- Freshdesk
- Reamaze
- Hubstaff
- Google Workspace
- Slack
- Zoom
- Microsoft Teams
- Groove
- Skype

Results-driven Virtual Assistant with 4+ years of experience providing administrative support, marketing coordination, CRM management, and customer service for U.S. and Australian clients in remote environments. Proven track record of managing email marketing campaigns, maintaining HubSpot CRM workflows, coordinating webinars and marketing initiatives, organizing executive communications, and delivering exceptional customer support while ensuring accurate data management and efficient business operations. Brings strong expertise in administrative support, email marketing, CRM management, customer service, workflow coordination, and content management, helping organizations streamline operations, improve client engagement, and drive productivity across cross-functional teams.

WORK EXPERIENCE

MARKETING SUPPORT VIRTUAL ASSISTANT (REAL ESTATE)

Brivity VA | May 2024 – January 2026 (1 Year, 9 Months)

- Executed email marketing campaigns, managed HubSpot CRM workflows and automations, coordinated webinar schedules and campaign deliverables, drafted newsletters and marketing emails, maintained campaign tracking reports, and managed website content including images and graphics.

VIRTUAL ASSISTANT

Energized Health | October 2022 – November 2023 (1 Year, 2 Months)

- Managed executive inboxes, responded to emails and calls, maintained healthcare databases, ensured compliance with data handling standards, uploaded and managed video content, and provided administrative and sales support.

CUSTOMER SERVICE REPRESENTATIVE (EMAIL & CALL SUPPORT)

Peak Support Global Enterprises | April 2022 – April 2024 (2 Years, 1 Month)

- Delivered customer support through email and phone, maintained service performance metrics, managed operations using Zendesk, Slack, and Google Sheets, and built strong client relationships through responsive support.

TRANSLATION PROJECT SUCCESS MANAGER

Lexigo (Australian Client) | September 2021 – February 2022 (6 Months)

- Managed translation and localization projects from initiation to completion, coordinated with clients and internal teams, ensured on-time project delivery, and maintained strong client relationships.

CUSTOMER SUPPORT (EMAIL & CHAT)

Harward Media | July 2021 – September 2021 (3 Months)

- Responded to customer inquiries through email and chat, managed support tickets using Freshdesk and Reamaze, troubleshooted customer issues, and documented resolutions.

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WORK EXPERIENCE

HUMAN RESOURCE SPECIALIST I-II/SENIOR HR SPECIALIST

Civil Service Commission | 2013 – 2021 (8 Years)

- Managed HR operations, policy implementation, compliance, records management, reporting, workflow coordination, employee training, and public assistance while supporting organizational administrative functions.

CUSTOMER SERVICE REPRESENTATIVE

AEGIS People Support | December 2009 – July 2013 (3 Years, 8 Months)

- Provided inbound and outbound customer support, resolved product and service concerns, recommended appropriate solutions, maintained customer records, met performance metrics, and built long-term client relationships through excellent customer service.

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