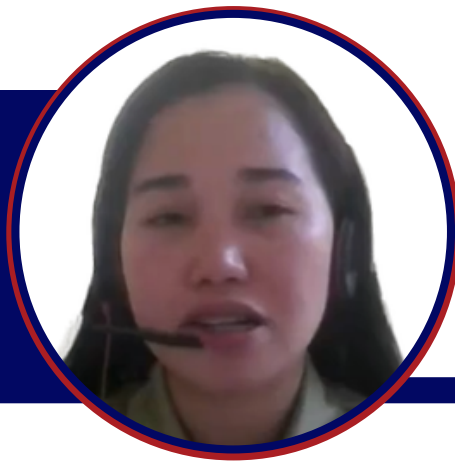




SHAHANI

VIDEO INTERVIEW

WORK EXPERIENCE

MARKETING SPECIALIST / VIRTUAL ASSISTANT / SOCIAL MEDIA MANAGER

Nestago | Jun 2023 - Nov 2024 (1 Year, 5 Months)

- Managed email campaigns, social media marketing, SEO content writing, lead generation, and analytics to optimize property management strategies.

TELESALES REPRESENTATIVE

Nations Info Corp. | Mar 2022 - Nov 2023 (1 Year, 8 Months)

- Conducted inbound cold calls, explained services, provided product demos, answered customer inquiries, and processed new orders.

LEAD GENERATION SPECIALIST

Blueprint Business Solutions | Mar 2021 - Feb 2022 (11 Months)

- Generated and qualified leads, made outbound calls, scheduled appointments, and maintained CRM records for engagement tracking.

VIRTUAL RECEPTIONIST

Stranaghan Guest Accommodation and Services (Australia) | Feb 2019 - Feb 2021 (2 Years)

- Provided telephone and email support for hotel guests, assisted with reservations and check-ins, managed online booking platforms, and handled administrative tasks.

SALES REPRESENTATIVE

Forward BPO | Feb 2018 - Feb 2019 (1 Year)

- Managed inbound and outbound sales calls, negotiated promotions and discounts, and maintained customer records for sales tracking.

AMAZON RETAIL SPECIALIST

Concentrix | Oct 2016 - Dec 2017 (1 Year, 2 Months)

- Provided customer support for Amazon retail, handled returns and replacements, and addressed customer complaints via email and phone.

CUSTOMER SERVICE ASSOCIATE

Convergys | Nov 2015 - Oct 2016 (11 Months)

- Assisted customers with inquiries, processed returns and refunds, and provided detailed explanations of services or products.

SKILLS/AREAS OF EXPERTISE

- Client Relationship Building
- Email Marketing
- Customer Service
- Sales & Telemarketing
- Outbound & Inbound Calling
- Negotiating Deals
- Virtual Receptionist
- Hotel Reservations
- Social Media Management
- Quality Checking of Employees
- Administrative Tasks for the CEO
- Email & Calendar Management
- Lead Generation
- Appointment Setting
- Conversion Rate Optimization
- Bulk SMS & Email Sending
- Email Automation & Segmentation
- Publishing & Content Management
- Search Engine Optimization (SEO)

TECHNOLOGY

- | | |
|----------------------|--------------|
| Virtual Finner | Asana |
| Google Analytics | Trello |
| WordPress | Calendly |
| ContactPoint | SEMrush |
| Seamless AI | MailChimp |
| Microsoft Office 365 | Google Suite |
| Monday.com | |
| Slack | |

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