



RANDY

 [VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Executive & Administrative Support
- Calendar & Schedule Management
- Inbox & Email Management
- Customer Support & Escalation Management
- CRM & Workflow Automation
- Email Outreach & Campaign Management
- Email Copywriting & Professional Correspondence
- Lead Tracking & Follow-Up Management
- Project & Workflow Coordination
- B2B Account & Client Support
- Recruitment Support
- SOP & Process Documentation
- Training & Onboarding
- Quality Assurance & Performance Evaluation
- Team Leadership & Coaching
- Cross-Functional Communication
- Research & Travel Coordination

TOOLS

- GoHighLevel
- HubSpot
- Graphy
- Asana
- Monday.com
- Jira
- ChatGPT
- Claude

Results-driven Virtual Assistant with 10+ years of experience in executive assistance, customer support, inbox and calendar management, workflow coordination, and remote business operations. Proven track record of managing executive priorities, coordinating client and vendor communications, supporting recruitment, building GoHighLevel automations, developing SOPs, and helping launch and scale a customer support team to 10 representatives. Brings strong expertise in CRM management, administrative support, email outreach, project coordination, workflow automation, quality assurance, and tools such as GoHighLevel, HubSpot, Asana, and Monday.com, helping organizations streamline operations, strengthen communication, and keep critical business priorities moving efficiently.

WORK EXPERIENCE

EMAIL OUTREACH AND PARTNERSHIPS ASSISTANT

Confidential Speaking and Leadership Client | October 2025 – Present (11 Months)

- Planned and managed targeted outreach campaigns for speaking opportunities, training projects, and partnerships, handled inbox management and follow-ups, created webinar decks, coordinated webinar activities, and built GoHighLevel automations for outreach, reminders, LinkedIn scheduling, lead tracking, and campaign organization.

EXECUTIVE ASSISTANT

Coffee Roasting and Wholesale Business, New Jersey | February 2025 – May 2026 (1 Year, 4 Months)

- Provided executive and operational support for a wholesale coffee business, managed proposals, contracts, B2B account documents, product materials, calendars, priorities, vendor follow-ups, travel research, and reservations, supported recruitment for sales and operational roles, and assisted with sales reports, product updates, and workflow tracking.

MORTGAGE BROKER ASSISTANT / EXECUTIVE ASSISTANT

UK Mortgage Brokerage Client | February 2025 – October 2025 (9 Months)

- Supported mortgage case progression through communication with clients, lenders, solicitors, estate agents, and other stakeholders, followed up on mortgage offers and property documentation, drafted professional correspondence, managed calendars and business commitments, and conducted mortgage industry and property-related research.

TRAINING AND QUALITY ASSURANCE SPECIALIST

Scale Experts Inc. | August 2022 – February 2025 (2 Years, 7 Months)

- Created SOPs and support documentation, trained six batches of customer and B2B support representatives, developed reusable training modules and process materials, and created four QA rubrics to evaluate performance and provide actionable coaching.

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WORK EXPERIENCE

TEAM LEAD AND EXECUTIVE ASSISTANT TO VP

Virtualists Business Solutions – AskTrim | June 2019 – July 2022 (3 Years, 2 Months)

- Helped launch and expand a customer support team to 10 representatives, trained new hires, created SOPs and website guides, managed the VP's professional inbox, meetings, communications, and Asana tasks, supervised daily support operations and escalations, and reported product and technical issues through Jira.

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