



MICHAEL

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Social Media Strategy & Management
- Content Creation
- Campaign Planning & Execution
- Graphic Design
- Video Editing
- Appointment Setting
- Chat & Customer Support

TOOLS

- Todoist
- Google Workspace
- Microsoft Office 365
- GoHighLevel
- Meta Business Suite
- Canva
- Capcut

Detail-oriented Virtual Assistant with 5+ years of experience providing administrative support, customer service, appointment setting, and social media management in remote environments. Proven ability to manage client communications, organize schedules, handle high-volume inquiries, and create engaging social media content while maintaining accuracy and efficiency. Brings strong organizational, communication, and multitasking skills to help businesses streamline operations, improve customer experience, and maintain a consistent online presence.

WORK EXPERIENCE

SOCIAL MEDIA MANAGER

Basil Green Clean Ltd. | March 2025 – October 2025 (8 Months)

- Managed Facebook and Instagram pages while designing engaging visual content and marketing materials to support social media campaigns.

APPOINTMENT SETTER

Premier Producers Group | December 2024 – May 2025 (6 Months)

- Conducted outbound calls to leads, qualified customers for life insurance products, and maintained accurate records of client interactions.

CHAT SUPPORT REPRESENTATIVE

GovPlus | July 2024 – October 2024 (4 Months)

- Handled real-time customer inquiries through chat support including order assistance, account updates, troubleshooting, and product-related concerns.

PROCESS ASSOCIATE

Genpact LLC | July 2021 – May 2024 (2 Years, 11 Months)

- Managed high-volume customer calls related to financial accounts while maintaining service quality and performance targets.

GENERAL VIRTUAL ASSISTANT/SOCIAL MEDIA MANAGER

Freelance (Will Kalinke Inc.) | March 2016 – June 2020 (4 Years, 4 Months)

- Provided administrative support including managing appointments, handling emails, and supporting social media management for the client.

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