



LOUISE

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- CRM Administration & Contact Management
- CRM Migration & Integration
- Lead & Pipeline Management
- Marketing Funnel & Landing Page Development
- No-Code Workflow Automation
- Client Journey Automation
- Email Campaigns & Newsletters
- Calendar Management & Meeting Scheduling
- Email Management & Client Communication
- Project Coordination & Task Management
- ClickUp Workspace Management & Automation
- WordPress Content Management
- Elementor Page Building
- Social Media Management & Content Scheduling
- Reporting & Documentation
- File & Document Organization
- Process Optimization

TOOLS

- GoHighLevel
- Funnel Breezy
- Make
- Zapier
- ClickUp
- WordPress
- Elementor
- Canva
- CapCut
- Slack
- Microsoft Teams
- Outlook
- Zoom
- SharePoint
- Google Sheets
- Google Workspace
- Microsoft Office
- Keeper
- Internal CRM Systems
- VPN

Results-driven Virtual Assistant with 4+ years of experience across CRM and marketing operations, executive support, customer service, project coordination, and digital business systems. Proven track record of managing 200+ CRM contacts, building 15+ marketing funnels, creating 20+ workflow automations, optimizing ClickUp operations, and supporting calendars, email, client communication, WordPress, and social media activities. Brings strong expertise in GoHighLevel, ClickUp, Make, Zapier, WordPress, Elementor, CRM administration, workflow automation, and executive support, helping organizations reduce manual work, streamline operations, and improve client delivery.

WORK EXPERIENCE

DIGITAL MARKETING VIRTUAL ASSISTANT

Doneverse | June 2025 – March 2026 (10 Months)

- Supported the founder with CRM administration, digital marketing, project coordination, and executive tasks. Managed 200+ contacts in GoHighLevel and Funnel Breezy, built 15+ marketing funnels and landing pages, created 20+ no-code automations using Make, Zapier, ClickUp, and CRM tools, optimized ClickUp workflows, supported CRM and calendar migration, maintained WordPress/Elementor pages, managed social media content, and handled calendars, meetings, email, and client communication.

CUSTOMER EXPERIENCE SPECIALIST – CONTENT MODERATION & EMAIL ESCALATIONS

Alorica | November 2023 – March 2025 (1 Year, 5 Months)

- Reviewed approximately 1,000 pieces of user-generated content daily for compliance with platform policies, identified and flagged violations while meeting quality and productivity KPIs, handled escalated user concerns through email, documented findings and resolutions, and prepared weekly and monthly operational reports using Microsoft Excel, Outlook, Microsoft Teams, CRM systems, and internal moderation tools.

CUSTOMER SERVICE REPRESENTATIVE – MEMBERS ESCALATION TEAM

Teleperformance | July 2021 – February 2022 (8 Months)

- Promoted to the Members Escalation Team to handle supervisor-level customer concerns, managed 50–60 phone and email interactions daily, resolved complex enrollment, payment, insurance, application, grievance, and complaint cases, conducted follow-ups, and maintained accurate case documentation in CRM and customer support systems.

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