



WORK EXPERIENCE

VIRTUAL ASSISTANT/AGENT

Agency VA | Sep 2024 - Apr 2025 (7 Months)

- Managed client inquiries, policy updates, endorsements, renewals, quotes, and client follow-ups for personal insurance lines using agency management systems.

EXECUTIVE VIRTUAL ASSISTANT

Executive Elite VA | Jul 2023 - Aug 2024 (1 Year, 1 Month)

- Coordinated complex executive calendars, travel, and meetings; handled communications and prepared reports and presentations.

CUSTOMER CHAT SUPPORT (PART-TIME)

Shopify | Feb 2022 - Mar 2023 (1 Year, 1 Month)

- Responded to customer inquiries via email and chat, resolved complaints, and collaborated with departments to maintain customer satisfaction.

DATA ENTRY (PART-TIME)

Amazon Central Seller | May 2022 - Jan 2023 (8 Months)

- Verified and extracted data, updated order and shipping details, and maintained accurate digital records for tracking.

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Inbound/outbound calls
- Administrative Tasks
- Email Management
- Calendar Management
- Appointment settings
- Cold calling
- Customer Service
- Basic E-commerce
- Insurance and policy creations
- Reporting
- Presentation creation

TECHNOLOGY

- MSO 365
- Google Suite
- Shopify Hubspot
- Monday.com
- Clickup
- Asana
- Slack
- Zoom

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