



ISHERSON

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Customer Service & Client Support
- Inbound Call Handling
- Administrative Support
- Virtual Assistance
- Appointment & Calendar Management
- Email & Correspondence Management
- Records & Document Management
- UCC Filing Support
- Customer Inquiry & Complaint Resolution
- Financial & Quality Analysis
- Reporting & Data Analysis
- Recruitment & Candidate Sourcing
- Interview Scheduling & Coordination
- Employee Onboarding Support
- Data Entry & Database Management

TOOLS

- Five9
- Hub
- HubSpot
- Google Workspace
- Zoom
- Microsoft 365

Customer-focused Customer Service Professional with 8+ years of experience across client support, quality assurance, healthcare assistance, recruitment, and administrative operations. Proven experience in handling customer inquiries and complaints, maintaining client relationships, evaluating service quality, coordinating communications, managing sensitive records, and supporting customers and professionals in fast-paced environments. Brings strong expertise in customer communication, problem-solving, quality assurance, relationship management, administrative support, and multitasking, helping organizations improve service quality, resolve concerns efficiently, and maintain positive customer experiences.

WORK EXPERIENCE

HEALTH/PERSONAL CARE VIRTUAL ASSISTANT

Virtual Staffing Solutions | 2025 – Present (1 Year+)

- Provides remote administrative support to healthcare professionals by managing appointments and calendars, organizing patient information and records, assisting with communications and scheduling, and maintaining confidential healthcare documentation.

FINANCIAL/QUALITY ANALYST

Fenestra Virtual Solutions | 2021 – 2025 (4 Years)

- Monitored and evaluated processes, products, and services to ensure company quality standards, analyzed financial information and performance data, prepared forecasts and reports, and supported strategic planning to improve financial and operational performance.

RECRUITMENT SPECIALIST

Fenestra Virtual Solutions | 2019 – 2020 (1 Year)

- Managed end-to-end recruitment including job postings, candidate sourcing, screening, interviews, and onboarding, coordinated with hiring managers on staffing requirements and recruitment strategies, and maintained applicant communication throughout the hiring process.

PRIVATE PERSONAL ASSISTANT

Real Estate Company | 2017 – 2018 (1 Year)

- Provided personal and administrative support by managing schedules, communications, correspondence, and daily tasks while organizing activities to support efficient day-to-day operations.

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