



SHARA

[VIDEO INTERVIEW](#)

EXPERTISE SKILLS

- Sales Coordination
- Customer Service
- Customer Support
- Reservation Management
- Travel Coordination
- Hotel Reservations
- Airline Reservations
- Sales Support
- Lead Generation
- Appointment Scheduling
- Chat Support
- Email Support
- Phone Support
- Complaint Resolution
- Client Relationship Management
- Post-Booking Support
- Booking Modifications & Cancellations
- Cross-Selling & Upselling
- Communication Skills
- Negotiation
- Critical Thinking
- Problem Solving

TOOLS

- Microsoft Office Suite
- CRM Systems
- Email Management Platforms
- Live Chat Platforms
- Reservation & Booking Systems
- Hotel Reservation Systems
- Airline Reservation Systems
- Customer Support Ticketing Systems
- Google Workspace

Results-driven Virtual Assistant with 12+ years of experience providing executive support, project coordination, customer service, content management, and administrative assistance across publishing, real estate, and small business environments. Brings strong expertise in executive administration, project management, customer support, website and content management, SEO content writing, CRM tools, and workflow optimization, helping organizations streamline operations, enhance client satisfaction, and achieve consistent, high-quality results in remote environments.

WORK EXPERIENCE

PART-TIME VIRTUAL ASSISTANT

All In Woman & Beometry | August 2023 – Present

- Designed branded social media templates and visual assets, created video thumbnails, developed digital workbooks and PDFs, prepared weekly Google updates, and supported ongoing brand and content initiatives.

ASSISTANT PROJECT MANAGER/SEO CONTENT WRITER

Small Business Lift | August 2023 – July 2025 (2 Years)

- Managed projects and coordinated cross-functional teams, tracked workflows and project timelines, communicated with clients and stakeholders, streamlined business processes, wrote SEO-optimized content, conducted keyword research, and implemented content optimization strategies to improve website visibility.

EXECUTIVE VIRTUAL ASSISTANT

Peter DeHaan (Publisher) | February 2017 – August 2023 (6 Years, 7 Months)

- Managed website content, formatting, and publishing, created Amazon A+ Content, blog graphics, magazine covers, and promotional materials, prepared newsletters using Mailchimp and ConvertKit, produced video presentations, and provided transcription and administrative support.

PROJECT MANAGER/ACCOUNT LEADER

032 Outsourcing | November 2020 – November 2022 (2 Years, 1 Month)

- Managed daily customer service operations across chat, email, and phone channels, supervised support agents, handled customer inquiries and scheduling, processed payments, maintained accurate records, conducted onboarding and training, and coordinated customer communications.

REAL ESTATE VIRTUAL ASSISTANT (PART-TIME)

First Source Freedom | July 2016 – July 2018 (2 Years, 1 Month)

- Conducted real estate research including tax deeds, liens, and probate records, managed property databases, generated leads, and created property listings on Craigslist and Zillow.

EXECUTIVE VIRTUAL ASSISTANT

Safety at Work Consultancy | August 2014 – August 2015 (1 Year, 1 Month)

- Managed social media accounts, created digital content, conducted research and lead generation, developed training materials and modules, and prepared articles for online publication.

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