

# Virtual Assistant

# Melissa Jordan

## Professional summary

Highly organized and resourceful Virtual Assistant with experience in administrative support, project management, and customer service. Proven track record of managing multiple tasks efficiently, supporting executive teams, and enhancing operational productivity. Adept at using various tools and technologies to streamline workflows and improve communication.

## Experience

### Virtual Assistant

April 2020 - Now

Freelance / Remote

- Provide comprehensive administrative support to clients, including scheduling meetings, managing email correspondence, and handling travel arrangements.
- Assist in project management tasks, ensuring deadlines were met and resources were effectively allocated.
- Develop and maintain client databases, preparing reports and documents as required.
- Implement process improvements that increased efficiency by 20%, including streamlining communication and documentation practices.
- Coordinate with clients to understand their needs and deliver tailored solutions, resulting in a high client satisfaction rate.

### Administrative Assistant

July 2018 - March 2020

Unity Stationers / Tampa, FL

- Managed executive calendars, scheduled meetings, and organized travel arrangements for senior management.
- Coordinated office operations, including supply inventory management and vendor relations.
- Prepared reports, presentations, and correspondence, contributing to the effective dissemination of information.
- Implemented new procedures for document handling and file management, improving organization and accessibility.
- Assisted in planning and executing company events and meetings, ensuring all logistics were handled smoothly.

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## Education

### Associate Degree in Business Administration

2023 - Now

University of South Florida

Tampa, FL

## Skills

Time Management 

Organization 

Computer Proficiency 

Data Entry 

Scheduling 

Calendar 

Email Management 

Microsoft Office Suite 

Document Preparation 

## Courses

### Certified Administrative Professional (CAP)

2023

International Association of Administrative Professionals

### Project Management Professional (PMP)

2022

Project Management Institute