

Virtual Assistant

Jane Hicks

Professional summary

Organized and detail-oriented Virtual Assistant with experience supporting businesses and entrepreneurs. Expertise in administrative tasks, customer service, and project management. Proven ability to manage multiple responsibilities and maintain efficiency in dynamic environments.

Experience

Freelance Virtual Assistant

January 2019 - Now
Self-Employed / San Diego, CA

- Provide comprehensive administrative support to multiple clients, including calendar management, travel arrangements, and client communications.
- Coordinate scheduling for executives, handling conflicting appointments and ensuring optimal time management.
- Design and implement social media strategies that increase client engagement by 40%, including content creation and post-scheduling.
- Collaborate with clients to improve office workflows through project management tools, reducing response time by 20%.




Administrative Assistant

May 2017 - December 2018
Southwest Solutions / San Diego, CA

- Supported the senior management team by organizing documents, preparing presentations, and managing daily office functions.
- Utilized CRM systems to track client interactions and improve follow-up procedures, increasing sales lead conversion rates by 15%.
- Designed and implemented filing systems to enhance organizational efficiency, reducing document retrieval time by 25%.
- Assisted in event coordination, including organizing logistics, materials, and communications for conferences and meetings.

Certifications

- Certified Administrative Professional (CAP) | International Association of Administrative Professionals | Completed: August 2024
- Social Media Marketing Certification | HubSpot Academy | Completed: January 2020

 (555) 123-4567
 janehicks@email.com
 San Diego, CA

Education

Bachelor of Arts in Communications
University of California, San Diego | San Diego, CA
Graduated: May 2016

Skills

Scheduling and calendar management	<div><div></div><div></div><div></div><div></div><div></div></div>
Data entry and CRM software (Salesforce-, HubSpot)	<div><div></div><div></div><div></div><div></div><div></div></div>
Social media management and content creation	<div><div></div><div></div><div></div><div></div><div></div></div>
Travel planning and logistics coordination	<div><div></div><div></div><div></div><div></div><div></div></div>
Customer service and client relations	<div><div></div><div></div><div></div><div></div><div></div></div>
Office software proficiency (MS Office, Google Suite)	<div><div></div><div></div><div></div><div></div><div></div></div>
Time management and task prioritization	<div><div></div><div></div><div></div><div></div><div></div></div>
Research and information gathering	<div><div></div><div></div><div></div><div></div><div></div></div>