
PROFESSIONAL SUMMARY

Results-driven Virtual Assistant and Customer Support Specialist with over 4 years of experience helping business owners, startups, and small teams stay organized and operate efficiently. Proven ability to manage high-volume email inboxes, maintain CRM databases, coordinate calendars, and deliver fast, professional customer communication. Introduced a filing and email management system that recovered **10+ hours of productivity per month**. Equally skilled in lead generation and structured data management, with hands-on experience using HubSpot CRM, Apollo, and Microsoft Office. Open to remote opportunities.

CORE COMPETENCIES

- ▶ Email & Inbox Management
- ▶ Calendar & Schedule Management
- ▶ Customer Support & Service
- ▶ Virtual & Remote Assistance
- ▶ Administrative Operations
- ▶ CRM Tools (HubSpot)
- ▶ Lead Generation & Research
- ▶ Data Entry & Database Management
- ▶ Microsoft Office & Google Workspace
- ▶ File & Record Management

PROFESSIONAL EXPERIENCE

Marketing Intern | Gao RFID Inc.

Sep 2025 – Feb 2026

- Generated qualified leads using Apollo and Clay, targeting verified business contacts for precision marketing outreach
- Built and maintained structured lead databases in Excel, organizing job titles, company names, locations, and validated email addresses
- Converted and formatted lead lists into CSV files for bulk email marketing and automation tool integration
- Executed outbound email marketing campaigns using Thunderbird, Mailmeteor, and Apollo — maintaining data accuracy and response tracking throughout
- Prepared segmented, campaign-ready outreach lists, improving targeting efficiency and reducing manual workload

Customer Support Specialist | Felyclary's Collections

May 2022 – Aug 2024

- Managed end-to-end customer support operations, handling inquiries, order complaints, and follow-ups with a consistent, professional tone
- Maintained fast response times across all customer channels, ensuring no message, request, or complaint was left unattended
- Administered and updated the HubSpot CRM database, keeping customer records accurate, organized, and accessible
- Used structured communication scripts to maintain brand consistency and improve customer experience quality
- Supported daily business operations through diligent record keeping, data updates, and cross-functional coordination

Virtual Assistant | Elite Virtual Services

Jan 2020 – Feb 2022

- Provided comprehensive remote administrative support to multiple business owners, ensuring smooth and efficient daily operations
- Managed email inboxes end-to-end — archiving, filtering newsletters, and implementing a Zero Inbox system for maximum workflow clarity
- Introduced a new filing and organization system that saved clients over 10 hours per month in administrative overhead
- Coordinated calendar scheduling and daily task management, keeping principals focused on high-value priorities
- Handled a broad range of administrative tasks including data entry, scheduling, correspondence, and document management

EDUCATION

