

Virtual Assistant

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SUMMARY

Versatile virtual assistant with five years supporting remote entrepreneurs and small teams, juggling six client accounts across inbox management, scheduling, and light bookkeeping while working independently across multiple time zones.

EXPERIENCE

Virtual Assistant (Contract), Remote Works Collective

2021 – Present

Remote

- Supported six concurrent client accounts, tracking deliverables and deadlines for each in dedicated Asana boards.
- Managed founder inboxes with a triage system that held average client response time under two business hours.
- Scheduled and published 20-plus social posts weekly across three platforms using a content calendar in Buffer.
- Reconciled monthly transactions in QuickBooks Online for two clients, categorizing roughly 180 entries per cycle.
- Automated recurring report generation with Zapier, saving an estimated eight client hours every month.
- Coordinated calendars and time-zone-aware meetings for clients spanning Pacific to Eastern schedules.
- Onboarded four new clients with a documented intake process covering access, tools, and weekly check-in cadence.
- Maintained a 4.9 of 5 average rating across 80-plus completed engagements on the contracting platform.

Administrative Support Specialist (Remote), Bluepeak Consulting

2019 – 2021

Remote

- Handled email correspondence and document preparation for a three-partner consultancy working fully remote.
- Built and maintained a shared Google Drive structure that standardized 300-plus client files for easy access.
- Booked travel and managed expense receipts in Expensify, submitting reports within 24 hours of each trip.
- Researched and compiled prospect lists of 50 leads per week into a CRM for the partners' outreach.
- Created Loom video tutorials for repeatable tasks, reducing repeat questions from the team by an estimated 30%.
- Tracked weekly time across client projects, delivering accurate billing summaries every Friday.

EDUCATION

Bachelor of Arts in Communications

2014 – 2018

State University — City, ST

SKILLS

Inbox and email management · Asana and Trello · Google Workspace · Slack and Teams · Social media scheduling · QuickBooks Online · Zapier automation · Calendar and time-zone scheduling · Travel and expense management · CRM and lead research · Process documentation · Client onboarding