

# Administrative Assistant/ Executive, Virtual Assistant

## RESUME OBJECTIVE:

Supervised a team of 3 of the office employees.  
Detail-oriented, diligent administrative professional with experience in environmental health and safety industries.

## SKILLS

### Proficient & working with:

Monday/ Trello / MS Office/  
Google Drive/Google S  
Intercome/Slack/Excel/  
Canva/Calendar/  
Spreadsheets/ Excel /  
Email, Chat Operating/

Assisted executives on multiple organizational levels, and handle multiple tasks simultaneously while maintaining accuracy.

Directed multiple schedules and maintained communication across teams.  
Focused, consistent, punctual, and reliable, consistently finishes projects before their deadlines.

Communication skills combined with my problem-solving skills.  
Results-driven Customer Support Specialist with 3 years of experience in this role; providing fast, accurate, and empathetic support to a wide range of customers Operations to secure efficiency and compliance with company policies.  
Organizing and maintaining the office filing system, Reports, Purchasing process, and Travel management.

### Familiar with:

Asana/Zendesk/Calendly/  
Softr/

## LANGUAGES

English (Fluent)  
Armenian (Proficient)  
Italian (A2)  
Persian (Native)  
Spanish (Beginner)

### Certified in a course of the:

“Must-have skills for a  
Virtual Assistant”

and “Travel Management.”

## EXPERIENCE:

### Executive Assistant

McAfee Safety Analysis Company Remote(US-based) (Aug 2022/ May 2023)

- Perform administrative tasks according to the instructions of Project Managers and ensure smooth communication between all relevant parties/Served as a point of communication between the team and the organization's external connections.
  - Created and Defined the Organizational chart of the team member & their position.
  - Executed meeting coordination; generated the calendar invitations.
  - constructed communications drafted emails, reviewed related proposals, Amended corresponding files, and adjusted resumes and files to the company's format.
  - Updated mail inbox, arranged accommodations,
  - Designed Reports of meetings, and prepared reports, Managed executive calendar.
  - Reinforced the Finance Director with financial analysis, and payment deadlines.
  - Delivered the collective agenda of the team for the company's weekly meetings,
  - Aided with HR correspondence, and hiring filtering process.
  - Trello organization/Zoom scheduling/Updating new team members by required data and office policies and important information.
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### **Remote Customer Service Specialist**

(London-Based) Talent Solutions Company

(Jan 2021-Aug 2022)

- Established reports of the everyday tasks, needs, changes, and challenges after any shifts.
- Attending the brainstorming meetings of the marketing and sales department's promotion.
- Work with the accounting and finance department concerning new online payment methods and prepare the pop-up issues in regard.
- Communicate with internal departments and interact with customers using Intercome, Zadarma, Slack, Zoom, etc.
- Follow up with customers and team members to ensure resolution.
- Working with Time Doctor and Hubstaff Time Tracker app to record the hours and monitoring the Customer Satisfaction status.
- Communication with other colleagues and team leaders via Zoom for weekly meetings.
- Cooperated with the Marketing department and teamed up by cold and warm calling about the promotions.

### **Remote Customer Service Specialist**

Remote (London-Based) Nitro Bet/ (September 2020 – December 2020)

- Distribute service information and resolve any emerging problems that our customer accounts might face with Accuracy and efficiency through different channels (tickets and emails, chats and calls), However, the Pandemic affected the company after a few months so the reason for the short collaboration.
- Collaborate with other departments to resolve customer issues and ensure no payment issues during the lockdown.
- Designed daily reports on worked cases to enhance departmental processes.

## EDUCATION & CERTIFICATION

- ✓ Bachelor of Architecture
- ✓ Certification Of Engineering Training

(Architectural Software, 3dmax)

- ✓ Yoga Alliance Teacher Training
- ✓ Pilates Balanced Body Instructor
- ✓ Travel Management
- ✓ The course of: Must-have skills for a Virtual Assistant

### Customer Service Specialist

Bet Construct Company, Armenia, Yerevan/ Sep 2019– Sep 2020

- Reciprocated promptly to customer inquiries through various channels. (email, live chat, tickets) works in 3 different working shifts.
- Continuously refine communication skills based on feedback for better outcomes.
- Assigned a dedicated manager to handle communication with each customer.
- Designed daily reports on worked cases to enhance departmental processes.
- Observation of CRR and KPIs and the CSAT.
- Improved client satisfaction scores by 20% within a year, Leading to a 10% boost in customer retention.

### Office Administrator of an innovative Petroleum Product Company

Iran, Tehran.

Feb 2014– Feb 2015

- Experienced office administration professional with excellent organizational skills and a history of leading process improvement initiatives to improve overall efficiency. Proactive, responsible, and eager office administrator with a proven track record of handling incoming and outgoing communications. Personable relationship manager with comfortability liaising with clients, consumers, vendors, and executive managers.
- Maintains office services by organizing office operations and procedures controlling correspondence, and designing the filing system.
- reviewing and approving supply requisitions, and assigning and monitoring critical functions.
- Coordination of internal affairs, arranging,
- Clarification of the appointment routine and receiving international visitors,
- purchasing, and
- email management.
- managing phone calls and correspondence (Writing reports, Travel management

### Live Game Presenter

Bet Construct Company, Armenia, Yerevan/ Oct 2016– Dec 2019

- Led several table games while assisting customers.
- Maintained an enjoyable environment by entertaining and engaging players at tables.
- Demonstrated self-reliance by meeting and exceeding workflow needs.
- Exceeded customer satisfaction by finding creative solutions to problems.
- Provided excellent service and attention to customers when face-to-face or through camera conversations.
- Considered and reliable for confidentiality and company policies.