



KENISHA ARCHER

VIRTUAL ASSOCIATE



I am a Virtual Associate with over 10 years of experience, working in various sectors. My core areas are Social Media Management, Customer Service and Administrative Support.

SPECIALIZATIONS

- Content Creation
- Brand Management
- Customer Retention
- Business Optimization

WORK EXPERIENCE

Virtual Assistant/Customer Service Rep.

2009 TO PRESENT

- Quality Assurance Rep. that audited calls and emails to deliver exceptional customer-centric service.
- Provided administrative support to clients in different fields and varying needs.
- Created and implemented strategies to grow social media accounts and boost brand awareness.
- Handled all CRM system related calls, emails and chat for countless customers.

EDUCATION BACKGROUND

UNIVERSITY OF THE WEST INDIES

Anthropology