



DWIGHT BROWN

VIRTUAL ASSOCIATE



I have been a virtual assistant for over 5 years. My aim is to use my talent and skills to grow and expand myself and any company that I work with and be a part of the success and excellence.

SPECIALIZATIONS

- Zoom Conference Expert
- Administrative Support Specialist
- Customer Service
- Graphic Designer
- Video Editing

WORK EXPERIENCE

Executive Assistant

2017-2021

- Support customers via email & chat
- Take orders, cancel accounts, handle complaints
- Ensure changes were made to resolve customer issues
- Email and Calendar Management
- Keep records of customer interactions and transactions
- Refer unresolved customer grievances to designated departments for further investigation
- Provide phone and email support to customers
- File Documents to correct archives and drives
- Email and Calendar Management
- Managing projects and implementing process to improve efficiency

EDUCATION BACKGROUND

St. Jago High School

ASSOCIATE DEGREE, CLASS OF 2012

Ardenne High School

HIGH SCHOOL DIPLOMA, CLASS OF 2010