



TONI-ANN BROWN

VIRTUAL ASSOCIATE



I am experienced in building, managing, and maintaining customer relationships in multiple job arenas. My goal is to exceed your expectations, going above and beyond.

SPECIALIZATIONS

- Customer Relationship Management
- Scheduling (Google Calendar)
- Email Management

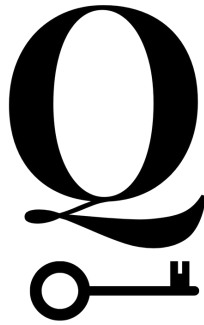
WORK EXPERIENCE

Customer Service Specialist

- Handled calls and customer complaints in a fast growing credit repair company.
- Managed company's general email, keeping a clear inbox and attending to customer's needs.
- Used Ontraport to solve product related issues for customers
- Achieved less than 4% errors in accuracy, of receiving and documenting consumer information from calls
- Maintained 99.89% in adherence to set work, break and lunch times.

EDUCATION BACKGROUND

Certificate of Completion in Administrator's Guide to Google Tools



Dear Mr. Richards,

A letterhead is the heading at the top of a sheet of letter paper (stationery). That heading usually consists of a name and an address, and a logo or corporate design, and sometimes a background pattern.

The term "letterhead" is often used to refer to the whole sheet imprinted with such a heading. Many companies and individuals prefer to create a letterhead template in a word processor or other software application. This generally includes the same information as pre-printed stationery but without the additional costs involved.

Letterhead can then be printed on stationery (or plain paper) as needed on a local output device or sent electronically. That heading usually consists of a name and an address, and a logo or corporate design, and sometimes a background pattern.

This generally includes the same information as pre-printed stationery but without the additional costs involved.

Sincerely,

Toni-Ann Brown
Customer Service Specialist