

# SIDONIA ROBERTS

VIRTUAL ASSOCIATE



*I am a Virtual Associate with over 5 years of experience, working in various capacities. My core areas are Customer Service, Sales and Client Relationship Management and Retention.*

## SPECIALIZATIONS

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- Customer Relations Management
- Email Management and Scheduling
- Target Sales
- Client Management and Retention
- Data Entry
- Inbound and Outbound Calls
- Canva and Adobe Photoshop
- Social Media Management

## WORK EXPERIENCE

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### **Customer Service Representative**

2015 TO 2021

- Customer Service Agent handling calls and handling customer complaints
- Perform data entry, email management and scheduling.
- Organize customer related events and promotions
- Handled all CRM system related calls, queries and training.

## EDUCATION BACKGROUND

### **Northern Caribbean University**

August 2011 to August 2016

BSC IN MEDICAL TECHNOLOGY

ASC IN BIOLOGY