



LECRETIA AKINES

VIRTUAL ASSOCIATE



I am a Virtual Associate with 10 years of experience, working in various sectors. My core areas are Customer Service, Sales and Client Relationship Management.

SPECIALIZATIONS

- Customer Relations Management
- Phone Sales Support
- Customer Service
- Web Customer Support
- Email Support

WORK EXPERIENCE

Enrollment Specialist

2019 TO PRESENT

- Enrollment Specialist for a high volume B2C client.
- Responsible for assessing the eligibility of leads, making recommendations and enrolling them into the proper program.
- Consistently achieved a 40% or more sales conversion rate that contributed to clients business growth of over 700%.
- Effectively execute new and existing sales, promotions and up-selling strategies.
- Conduct scheduled and unscheduled inbound and outbound calls.
- Familiarity with many CRM systems, VoIP systems, G-Suite, Calendly, and communication systems.

EDUCATION BACKGROUND

B.A IN BIOLOGICAL SCIENCES
CLASS OF 2005

QUI CERTIFICATE OF COMPLETION
ADMINISTRATOR'S GUIDE TO GOOGLE TOOLS
2020

QUI CERTIFICATE OF COMPLETION
SOCIAL MEDIA LEVEL 1 & 2 DIGITAL MARKETING
2021