



LUZMARY CLARO

VIRTUAL ASSOCIATE

EDUCATION BACKGROUND

Arturo Michelena University

MODERN LANGUAGES BACHELOR,
MINOR IN BUSINESS, CLASS OF 2016

Completed courses with Qui

ZOOM AND OBS MANAGEMENT
ADVANCED SOCIAL MEDIA
MANAGEMENT



I am an enthusiastic and seasoned Virtual Assistant with a demonstrated history of working remotely as a Executive Assistant and Customer Service Specialist. I'm a resourceful and proactive professional with experience in supporting C-level leaders in fast-paced corporate environments.

SPECIALIZATIONS

- Executive Assistant
- Customer Service Specialist

WORK EXPERIENCE

Executive Assistant

AUG 2019- CURRENT

- Act as the point of contact among executives, employees, clients and other external partners.
- Provide personal and administrative support to the CEO.
- Manage executives' calendars, emails and set up meetings.
- Oversee the performance of other staff members.
- Quickbooks Online and XERO management.
- HR recruitment assistance to onboard new employees.
- Video edits and graphic design for social media.
- Using Klaviyo to design and disseminate email marketing campaigns.

Customer Service Specialist

SEPT 2016 - CURRENT

- Lead the front-end operation agents of a busy and fast-paced logistics company.
- Assist customer inquiries through phone and email maintaining a low AHT on calls.
- Handle customer complaints.
- Analyze and report product malfunctions.
- Acts as a liaison between customers and management in order to enhance the overall customer experience.
- Conduct surveys regarding products, services and customer service experiences.
- Onboard of new clients according to the plan purchased.