



FELICIA S. GORDON

VIRTUAL ASSOCIATE



Positive, solutions-oriented Virtual Associate with 7 years of experience working in client-facing roles. Skilled in Customer Service, Administration and Client Relationship Management.

SPECIALIZATIONS

- Customer conflict resolution
- Strong oral and written communication skills
- Multitasker with superior time management skills
- Research and Data Collection
- Proficient in Microsoft and Google Products

WORK EXPERIENCE

Administrative Assistant

2014 TO 2016

- Met and interviewed clients to assess their concerns and drafted a plan of action to solve their issues.
- Communicated with clients via telephone and emails and followed up to ensure all concerns were handled.
- Collected and filed clients' information.
- Drafted office memos and scheduled meetings with management and clients.

Customer Service Associate

2017 TO PRESENT

- Worked efficiently in a fast-paced environment whilst providing excellent customer support and maintaining client relationships.
- Effectively resolved customer queries and issues to ensure customer satisfaction and loyalty.
- Maintained and updated system database of customer files.
- Conducted research and generated reports for analysis by the Board of Directors.

EDUCATION BACKGROUND

BACHELOR OF LAWS (HONS.), 2012