



# LESLIE-ANN LYONS

VIRTUAL ASSOCIATE



*I am a Virtual Associate who is creative, goal-oriented, passionate and a people person. My main areas of expertise are Administration and Customer Service.*

## SPECIALIZATIONS

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- Team Management
- Filing and Record Keeping
- Focused Customer Interactions
- Event/Program Coordination

## WORK EXPERIENCE

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### **Customer Service Representative & Administrative Assistant**

2016 TO 2021

- Contracted clients to work alongside the organization.
- Coordinated over 30 programs and events.
- Responded and assisted in real-time to calls regarding client processes.
- Organized client information for accessible use by CEO and staff members.
- Handled customer concerns and complaints.

## EDUCATION BACKGROUND

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BSC. PSYCHOLOGY, MUSIC MINOR - NORTHERN CARIBBEAN UNIVERSITY