



TONI-ANN BROWN

VIRTUAL ASSOCIATE



I am experienced in building, managing, and maintaining customer relationships in multiple job arenas. My goal is to exceed your expectations, going above and beyond.

SPECIALIZATIONS

- Customer Relationship Management
- Scheduling (Google Calendar)
- Email Management
- Sales

WORK EXPERIENCE

Customer Service Specialist

- Handled calls and customer complaints in a fast growing credit repair company.
- Managed company's general email through Hubspot, keeping a clear inbox and attending to customer's needs.
- Used Ontraport to solve product related issues for customers
- Managed generally 10-30 emails a day, and more in busier periods and managed secondary email through Gmail.
- Constantly exceeded required conversion rate for sales
- Cold called client referrals and have gained results

EDUCATION BACKGROUND

Certificate of Completion in Administrator's Guide to Google Tools