



SHANICE JONES

VIRTUAL ASSOCIATE



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

SPECIALIZATIONS

- Customer Service
- Administrative
- Sales

WORK EXPERIENCE

Sales

2019 TO 2022

- Generated customer interest and leads, pushing sales, promotions and up-selling bundles to customers.
- Resolved customer issues and expanded the knowledge base for handling support issues.
- Communicated with customers and company via phone, email, and text/chat.
- Navigated computer applications, personal devices, PC and standard MS Office.

Customer Service

2017 TO 2019

- Researched, resolved, and responded to issues/problems received via email, calls, or escalations, and provided support on desktop systems.
- Built and retained strong customer relationships by answering multiple concurrent inbound calls from customers with a positive, enthusiastic and conversational tone and solution-oriented mentality.
- Carried a high level of leadership and ownership independently while prioritizing multiple tasks and deadlines.

EDUCATION BACKGROUND

OLD DOMINION UNIVERSITY - MERCHANDISING/
MARKETING COURSEWORK
2011-2016