



# SUSANA GUERRERO

VIRTUAL ASSOCIATE



*With a commitment to excellence in everything I do, I bring 6 years of virtual associate experience across diverse industries along with a proven track record of delivering exceptional results and fostering strong professional connections.*

## SPECIALIZATIONS

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- Executive-level Administrative Support
- Monday.com Expert
- Client and Customer Retention Specialist
- Project Management Certified

## WORK EXPERIENCE

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### Administrative Support

2020 TO PRESENT

- Manage complex calendars, scheduling appointments, travel arrangements, and coordinating meetings for multiple executives.
- Implement project management techniques and tools, resulting in a 20% increase in task completion.
- Conduct research and compile data to support decision-making and enhance business strategies.
- Build workflows using monday.com for the CEO, reducing manual data entry by 50% and saving 15 hours per week.
- Create and implement standard operating procedures meeting agendas and minutes.

### Customer Service

2019 TO 2023

- Provided email and chat support to 1 million users for a leading piano-learning app.
- Consistently achieved 80% monthly customer satisfaction target
- Resolved disputes and processed refunds through Stripe and Paypal.
- Supported Spanish and English-speaking healthcare patients via text and phone.
- Recognized with the "Learner's Whisperer" award for exceptional empathy and going above and beyond for customers.

## SOFTWARE AND TOOLS

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|------------------------|--------------|--------------|
| • Google Suite         | • Stripe     | • Asana      |
| • Airtable             | • Trello     | • Salesforce |
| • Hubspot              | • Intercom   | • Zoom       |
| • Microsoft Office 365 | • Monday.com | • Zendesk    |
| • Canva                | • Calendly   | • Slack      |

## EDUCATION BACKGROUND

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### Antigua State College

Advanced Studies Diploma (Economics & Math)