



ALETHA GERMAN-LEVY

VIRTUAL ASSOCIATE



With a focus on maintaining a high standard of excellence in all my endeavors, I offer six (6) years of experience as a virtual associate in the health industry. Demonstrating effective communication and negotiation skills, which consistently contributed to revenue growth.

SPECIALIZATIONS

- Customer Relations Management
- Targeted Sales
- Organization Optimization
- Proficient in Microsoft Office Suite

WORK EXPERIENCE

Customer Relations Management

2020 TO 2022

- Oversaw and nurtured relationships with over 50 healthcare industry accounts, ensuring the delivery of high-quality services.
- Proactively identified and resolved issues or challenges that arose during the course of the relationship, adapting to changes in the sales environment and adjusting strategies to meet evolving customer needs.
- Maintained an up-to-date and accurate customer database to ensure relevant and timely information.
- Conducted comprehensive market research and provided strategic recommendations for the introduction of new products, aiming to capitalize on emerging business opportunities.

Account Management

2016 TO 2019

- Identified opportunities for growth within existing accounts and created strategies to capitalize on those opportunities.
- Increased annual revenue by 30% expanding the client base, using strong product knowledge to strategically engage with prospective and repeat clients, clarify needs, and generate buy-in for recommended solutions.
- Conducting analyses of account performance, including revenue generated, return on investment, and overall value to the company.
- Using data and insights to make informed decisions and adjustments to account strategies.

SOFTWARE AND TOOLS

- Microsoft Office 365
- Google Suite
- Zoom
- Teams

EDUCATION AND BACKGROUND

University of East London, MBA

Bachelor of Science, Medical Technology, University of Technology, Jamaica.
Supervisory Management Certificate, University of the West Indies, School of Continuing Studies.