



FIONA MASON

VIRTUAL ASSOCIATE



I am a virtual assistant with almost 10 years of experience under my belt, let me be your first choice in any tasks or projects that will make running your business a little bit smoother. I am here to take the busy work away from you so you can focus on building and scaling your business!

SPECIALIZATIONS

- Virtual Office Management
- Calendar Management
- Project Coordination
- Administrative Support

WORK EXPERIENCE

Administrative Support

2019 TO PRESENT

- Successfully managed executive calendars and virtual meetings across different time zones, ensuring efficient coordination and reducing scheduling conflicts by 20%.
- Handled and filtered emails, draft responses, and managed correspondence on behalf of the CEO.
- Arranged meetings, appointments, and executive travel
- Led a remote administrative team, optimizing workflows and achieving a 30% improvement in overall efficiency.
- Stayed updated with the latest technology tools and trends to optimize efficiency and assisted the CEO in making informed decisions.

Administrative Support

2014 TO 2019

- Supervised customer service team and oversaw customer service messages for E-commerce store.
- Resolved customer complaints: worked to find a satisfactory resolution to the issue
- Processed orders, tracked shipments, and handled returns or exchanges.
- Maintained customer records: documented customer interactions and kept accurate records of customer complaints, inquiries, and other relevant information.

SOFTWARE TOOLS

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|------------------------|--------------|---------|
| • Google Suite | • Canva | • Asana |
| • Calendly | • Monday.com | • Zoom |
| • Microsoft Office 365 | • ClickUp | • Slack |

EDUCATION BACKGROUND

University of the West Indies (Mona Campus)

Post Grad Diploma (Psychology)