



KHALEISH SMITH

VIRTUAL ASSOCIATE



I am a Virtual Assistant with over 10 years of experience helping businesses achieve their goals by contributing my knowledge and experience to fit their needs.

SPECIALIZATIONS

- Client Relationship Management
- Workflow Management
- Organization Optimization

WORK EXPERIENCE

Language Specialist

2019 TO PRESENT

- Supervise a team of eight (8) Teaching Assistants and provide support for curriculum building.
- Provide and maintain standard operating procedures for educational institutions.
- Perform online classroom management, facilitating over twelve (12) students and teachers.

Workforce Analyst and Associate Manager

2014 TO 2016

- Bridged the communication between upper-level management and the team regarding the implementation of strategic plans.
- Completed over thirty (30) inbound and outbound calls daily and handled all day-to-day operations.
- Analyzed data and rated the workforce to reduce overheads and navigate risk management.

Client Management Specialist

2014 TO 2017

- Performed at a high standard as a Customer Service Agent in a high-volume call center, maintaining low AHT on calls and handling customer complaints.
- Handled all CRM systems-related calls, queries, and training, for over 100,000 customers.
- Performed data collection, writing, and maintaining training material for the team.

SOFTWARE TOOLS

- Google Suite
- Canva
- Dropbox
- Microsoft Office 365
- Slack
- Calendly
- Zoom

EDUCATION BACKGROUND

University of the West Indies

Bachelor of Science in General Physics