







SOLAGNE LAKE

VIRTUAL ASSISTANT

PERSONAL PROFILE

Extremely motivated to constantly develop my skills and grow professionally. I am confident with a strong work ethic and cheery personality. Self-starter, digital native, very productive in a WFH environment.

CONTACT

-  Birmingham, UK
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EDUCATION

University of Hertfordshire
Bachelor in Law, 2015

SKILLS

- Exceptional communication and customer service skills
- Successful working in a team environment, as well as independently.
- The ability to work under pressure and multi-task.
- The ability to follow instructions and deliver quality results.

WORK EXPERIENCE

Freelance, Virtual Assistant

JUN 2020- CURRENTLY

- Social media content creation and management
- Administrative task; such as data entry, email management, book-keeping, customer service and document management.
- Website management; updating products and services, writing copy; writing blogs; graphics and SEO.
- Project Management- Scheduling, delegation, monitoring, budgeting and reporting.
- Facebook, Instagram and Google Ads- creating, optimising, monitoring and reporting.

ALCMY, Project Assistant

APRIL 2019- JUN 2020

- Created concepts for digital media projects – websites, video ads, podcast, events and photoshoots.
- Prepared presentations for prospective clients.
- Accounts- invoicing, quotes and expenses.
- Organised and monitored schedules; ensured deadlines are met.
- Creating and monitoring budgets
- Daily, Weekly and Monthly reporting.
- Administrative task- emails, research, document management, scheduling, ordering supplies and any other general duties.

Barclays, Customer Service Associate (Workflow)

OCT 2017- APRIL 2019

- Delivering exceptional customer / stakeholder interactions in a professional and caring manner.
- Identifying customers in special circumstances such as financial difficulty or vulnerable circumstances.
- Using internal tools to identify anomalies in complex customer ledgers
- SME for 3 internal processes.
- QA checks in line with Quality Framework and delivering any further training or coaching both in classroom and side by side.
- See it Own it Fix it onsite project coordinator- managing the implementation of multiple changes suggested by members of staff, managing a day and night team of 12 people.