

# ALISHA BROWN

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(123) 456-7890

A Virtual Assistant with five years of experience, specializing in executive communication, operations management, calendar management, and social media. A proven track record of interfacing with cross-functional teams to resolve operational and administrative issues.

Adept at planning and executing in-person and virtual events.

## PROFESSIONAL EXPERIENCE

### VIRTUAL ASSISTANT

Philadelphia Software Corp., Philadelphia, PA | September 2017 - Present

- ◆ Provide executive support for the management team and CEO, coordinate schedules, manage travel arrangements, and oversee \$200K in annual travel expenses
- ◆ Plan and execute 20+ virtual events per year during Covid-19 to improve employee engagement and increase team morale
- ◆ Collaborate with the marketing team to draft customer marketing emails and deliver daily updates on Facebook and LinkedIn social media accounts
- ◆ Support the transition to remote workflows and coordinate with HR teams to create documentation and corporate newsletters for return to in-person office activities

### VIRTUAL ASSISTANT

Liberty Tech Solutions, Philadelphia, PA | May 2016- September 2018

- ◆ Provided administrative and executive support to senior Leadership, which included managing corporate calendars, coordinating agendas, and mitigating scheduling conflicts
- ◆ Gathered and organized expense report data into Excel spreadsheets to improve transparency for financial decision making and office expenditures
- Fielded phone inquiries from customers, documented client issues, and escalated issues to management teams and appropriate departments

## EDUCATION

### ASSOCIATE OF ARTS (A.S.)

Philadelphia Community College, Philadelphia, PA | May 2014 ■ May 2016

### MARKETING

## KEY SKILLS

- ◆ Executive Communication
- ◆ Virtual Event Planning
- ◆ Cross-Functional Leadership
- Microsoft Excel
- Social Media

## CERTIFICATIONS

- Certified Administrative Professional (CAP),  
2020