MY PARTICULAR ASSESTS

Fluency in Spanish & English
4 years of experience working remotely.
3 years of teaching English.
2 years of experience in customer support.

PROFESSIONAL ACHIEVEMENTS

Successfully managed 3 account as a Virtual Assistance Maintained an average positive.

EDUCATION

Community Manager
Institution: Coder House

Web development
Institution: Coder House

Digital Marketing
Institution: UBA

University
Business Administration Degree

CONTACT

📞 +54 1151749492

✉️ Lizarragamalena81@gmail.com

📍 **Buenos Aires, Argentina**

🌐 **Malena Lizarraga - Asistente Virtual (lizarragamalena.github.io)**

Malena Lizarraga

VIRTUAL ASSISTANCE SUPPORT

ABOUT

I am a highly passionate about supporting people and organizations to thrive through **building strong, genuine, relationships with relevant stakeholders.** It's all about adding real value!

As a **Virtual assistant experience** I excel at understanding the different layers of creating value to customers and different stakeholders. So I can provide a **customized experience** to each one of them. I am constantly finding **creative solutions to problems** and bringing a fresh perspective to people and organizations. I am a forever **positive and motived** person. Always looking for new challenges and ways to **add value** to this beautiful world.

RELEVANT EXPERIENCES

- **Customer service in sales** *Remote year*
  March 2021- January 2022.
- Enhanced and maintained a strong sense of community amongst a diverse group. Provide my Customer Support-Troubleshooting.

- **English tutorAlliance International Academy** *Remote year*
  March 2022 - February 2023.
- Plan and correct lessons-tasks-exams- teacher's assistant General Virtual Assistance

- **WING Administrative Assistant** *Remote year*
  February (2023)- Current
- Wing account:
- Work with the MyCase application.
- Create, edit, schedule, and publish blogs on WordPress including tags, categories, and grammar check
- - Use Simplified for Blog creation
- - Website Landing page design creation
- - Creation of logos and posters on Canva
- - Creation of art using artificial intelligence on Discord including upscaling, making prompts, and adding ratios
- - Creation of social media content using Envato Elements, Pexels, and Unsplash
- - Product creation on Gelato.com
- - Creation of seamless patterns on Repper and Canva for product creation
- - Social media management including Tiktok, Pinterest, Facebook, Instagram, and Twitter
- - Work with HubSpot
- Working with Zendesk and Slack
- Supporting and Solving clients' problems with the work ninja app.