

Charlene Peters

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Professional Summary

Dedicated Virtual Assistant with over 13 years of experience providing clients with administrative, technical, and organizational support. Skilled in calendar management, web development, and customer service, with a proven track record of leading teams and delivering high-quality results in fast-paced environments.

Awards

Finalist Group Leader, Alumni Level Network Competition

[LookBook](#)

July 2023

- LookBook aims to identify a pattern of images that can help improve cognitive function in Alzheimer's patients.
- Oversaw the success of three team members, including UX/UI design and backend development
- Responsible for time management, competition details, and presentation

Work Experience

Peters' Virtual Service / Upwork.com, Virtual Assistant

August 2011 - Present

- Achieved Top Rated Plus Badges for dedication to clients
- Created HTML/CSS documents for over 800 hours with an average of a 4.95 rating
- Managed a four-person team to complete 50+ mystery shops monthly
- Coordinated the delivery of information from Denny's management to units concerning installation, with recognition from a supervisor that the systems improved the process
- Created networking opportunities for an AI camp, contractors and cleaning companies
- Audited companies for security and customer service compliance, ensuring 100% adherence to standards.
- Guided customers through TurboTax's software program

Education

Certification in Web Development, Kansas University

June 2020 - November 2020

Final Grade: A-

- Training in HTML5, CSS3, JavaScript, jQuery, Java, Bootstrap, Express.js, React.js, Node.js, Database Theory, MongoDB, MySQL, Command Line, and Git

Bachelor's in Liberal Arts - Psychology, Wichita State University

August 2003 - December 2008

GPA: 3.51/4.0

- Completed Business Psychology courses designed to teach the mindset of work environments
- Secretary of Students in Free Enterprise Organization (now called Enactus)
- President/Project Leader of WallStreet Shockers, an investment club sponsored through Students In Free Enterprise