

# SHALINI GP

## VIRTUAL ASSISTANT



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Bengaluru

## About Me

With nearly 7 years of work experience, I have developed a diverse skill set through my roles as a virtual assistant and customer service professional, working closely with both customers and managing directors. This experience has made me proficient in managing end-to-end tasks and has honed my ability to be highly professional in every area I've worked.

I have handled various types of businesses across the globe, gaining valuable experience in managing diverse operations and understanding different market dynamics.

## Experience

### FLIPKART 2016 - 2017

Customer Service Associate

As a Customer Service Associate at Flipkart, I handled customer and seller inquiries regarding products, refunds, offers, and account-related issues, ensuring timely and efficient resolutions.

### TTK SERVICES PRIVATE LIMITED 2018 - 2024

Business Support Executive

As a virtual assistant, I have managed over 20 clients globally, providing support to busy CEOs, founders, and managing directors by handling their tasks on their behalf. Over the years, I have gained valuable insights into various businesses and received numerous positive reviews for my efficient assistance.

### TECHPHIL (AUSTRALIA) 2024 JULY - PRESENT

Virtual Assistant to MD

Currently, at TechPhil, I am working closely with the Managing Director, overseeing his operations, handling simple accounting tasks, managing marketing activities, and coordinating email communications.

## Education

2015  
VTU  
BE

I have completed my Bachelor's in Engineering (BE) in Electronics and Communication.

## SKILLS

- Email management, Calendar management
- Microsoft Word, Excel, and PowerPoint presentation
- CRM handling, website backend management
- Designing tools (Canva, Adobe)
- Simple accounting
- Time management, accountability
- quick learning, Enthusiastic, Self-motivation
- Highly productive

## INDUSTRIES WORKED

- Health and wellness
- Luxury holiday venues
- Real estate
- Event management
- Website Artwork
- Many E-commerce businesses across the globe