



SIERRA MONROE

AMAZON VIRTUAL ASSISTANT

CONTACT

s.monroe@email.com 

(123) 456-7890 

Jacksonville, FL 

[LinkedIn](#) 

EDUCATION

Bachelor of Science
Marketing
University of Florida
2010 - 2014
Gainesville, FL

SKILLS

Salesforce
Zoho Inventory
Trello
Magento
Google Analytics
Buffer
Sendinblue
WordPress
Kofax RPA

CAREER OBJECTIVE

Self-driven virtual assistant with a track record in streamlining processes and improving customer experience while growing business. Adept in operation and customer tools to cut costs and optimize productivity in a busy workplace like Amazon.

WORK EXPERIENCE

Virtual Assistant

Boldly

2018 - current / Remote

- Supported 62+ long-term clients on Salesforce, leading to a 54% repeat business
- Tracked team roles on Trello to ensure consistency in task delivery goals and boosted performance by 19%
- Managed a 251+ client portfolio, updating them on new products, answering and solving problems promptly to attain a 97% score in customer satisfaction in monthly surveys
- Acted on Google Analytics on staff hiring trends to target new leads and **converted 78% of business startups into long-term clients**

Administrative Assistant

Florida Blue

2015 - 2018 / Jacksonville, FL

- Processed an average of 101 claims per day with a 99% accuracy rate
- Maintained a turnaround time of 24 hours for claim processing, ensuring optimal cash flow to support operations
- Automated some repetitive aspects of claim processing using Kofax RPA, which shrank admin work by a 13% margin
- Implemented a quality control system that **led to a 37% reduction in claim errors**

Retail Sales Associate

Best Buy

2013 - 2015 / Gainesville, FL

- Collaborated with a multi-member team to overhaul WordPress site design and optimized sales content, which increased monthly online traffic by 68%
- Launched sales email marketing updates to customers on SendinBlue that **boosted sales from new customers to 114%**
- Instituted team efforts to expedite the processing of orders, reducing wait times to less than 2 minutes
- Streamlined stocking processes using Zoho Inventory and reduced stock discrepancies to less than 0.1%