

AMARA MONTGOMERY

Virtual Assistant

✉ a.montgomery@email.com

☎ (123) 456-7890

📍 Boston, MA

in [LinkedIn](#)

WORK EXPERIENCE

Virtual Assistant

[HubSpot](#)

📅 2017 - current 📍 Remote

- Automated email response to frequent user queries on Gmail, improving problem resolution rate by 13%
- Engaged 112+ end users on Salesforce about new software and achieved an adoption rate of 97% in the first week of release
- **Resolved 98% of user-raised problems** without escalation through effective communication and comprehensive feedback
- Attained CSAT of 96% from post-interaction surveys, which emphasized excellent customer service and support

Receptionist

[Boston Consulting Group](#)

📅 2014 - 2017 📍 Boston, MA

- Arranged and supported Google Meet sessions between executives and top clients, which resulted in a 23% increase in new business
- Handled 17+ inbound calls from long-term clients to solve problems and pitched new products and boosted client retention rate by 47%
- Managed office supply inventory using QuickBooks and renegotiated vendor prices, **leading to a 31% reduction in office recurrent expenses**
- Tracked and supported executive schedules on Asana that led to the completion of tasks and improved overall productivity by 12%

Customer Service Representative

[Wayfair](#)

📅 2012 - 2014 📍 Boston, MA

- Launched a Mailchimp feedback system, resulting in an 18% increase in customer satisfaction from post-shopping surveys
- Implemented SEO on Wayfair's web content, which saw a 56% increase in traffic and a 43% jump in new customer sales
- **Maintained a sales conversion rate of 67%** by effectively identifying customer needs and recommending appropriate products and solutions
- Led proactive WordPress site troubleshooting techniques, leading to a 37% reduction in escalations to the supervisor level

EDUCATION

Bachelor of Science

Computer Science

[Tufts University](#)

📅 2008 - 2012

📍 Boston, MA

SKILLS

- Slack
- Asana
- Salesforce
- Gmail
- Google Meet
- Buffer
- WordPress
- Mailchimp
- QuickBooks
- RingCentral