



ELAIZ



CONTACT



EDUCATION

2012 - 2016

- BS Business Administration Major in Operations Management

SKILLS

- Administrative Management
- Project Management
- Documentation Creation
- Process Creation
- E-mail Marketing & Automation
- Customer Service Management
- Order Processing & Fulfillment
- Product Listing
- Shopify/Amazon/Ebay
- Project management tools such as Clickup, CMS, Notion, Jira, Freshdesk etc

CERTIFICATION

Introduction to Social Media Marketing

November 2021

Coursera

Measure and Optimize Social Media Marketing Campaigns

November 2021

Coursera

PROFILE SUMMARY

Diligent and dynamic Virtual Assistant with over 4 years of experience in remote jobs, seamlessly managing administrative tasks and optimizing operations. Adept at streamlining workflows, coordinating schedules, and providing top-notch support to enhance efficiency. Proven track record in fostering productive partnerships and exceeding expectations. Ready to bring unparalleled organizational prowess and dedication to your team.

WORK EXPERIENCE

2023 - PRESENT

Content Specialist

- Onboarding and supporting a team of qualified project-based contractors (including, but not limited to: SEO content writers, test question writers, curriculum developers)
- Conducting quality assurance checks on contractor work to ensure projects are meeting all quality thresholds
- Providing clear and ongoing support and troubleshooting for remote, international team
- Conducting regular quality assurance reviews of produced content and deliver feedback promptly and effectively
- Communicating production rates, obstacles, and resource requests to team lead proactively

2021 - 2025

Administrative Manager

- Manage overall administrative tasks such as order processing, fulfillment, processing invoice and returns/refunds
- Managing e-commerce marketplaces
- Answering customer enquiries and providing best customer service
- Manage Social Media accounts including community management and Content creation
- Direct support to the CEO

2020 - 2021

Business Manager

- Manage client's business operations
- Supervise teams, including hiring, training, and performance management
- Recommends and implements new processes to optimize operations