

# JESSICA LIN

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A Virtual Assistant with four years of experience, specializing in executive support, marketing, accounts payables, and operations management. A strong history of planning events and identifying improvement opportunities for administrative functions. Adept at supporting onboarding procedures and HR functions for new hires.

## EDUCATION

### ASSOCIATE OF ARTS (A.A.) BUSINESS ADMINISTRATION

Boston Community College,  
Boston, MA  
May 2015 - May 2017

## KEY SKILLS

- Account Management
- Executive Support
- Budget Management
- Logistics
- Operations Management

## CERTIFICATIONS

- Certified Administrative Professional (CAP), 2020

## PROFESSIONAL EXPERIENCE

### VIRTUAL ASSISTANT

Johnson Finance Consultants,  
Boston, MA  
September 2018 – Present

- Manage calendars for the CEO and CFO of a leading financial firm, coordinate travel for 60+ employees, interviewees, and guests per year, secure flights, hotels, and transportation, and oversee an annual travel budget valued at \$250K
- Identify administrative issues with data entry and filing procedures and propose solutions to streamline operations, resulting in a reduction of 15 work hours per week
- Create agendas for executive meetings, update action items, and gather data from cross-functional departments to create PowerPoint presentations

### VIRTUAL ASSISTANT

New England Financial Firm,  
Boston, MA  
May 2017 – September 2018

- Served as the point of contact for client accounts valued at \$100K-\$250K, fielded inquiries, resolved account issues, and identified solutions to customer needs
- Oversaw an \$80K office budget for supplies and created expense reports
- Managed executive calendars, created itineraries, and drafted email correspondence
- Utilized Trello and Asana to coordinate operational tasks for the office team