

**Meher Omer**

**Virtual Assistant**

Lahore, Punjab, Pakistan

+923021451771 | meheromer789@gmail.com

LinkedIn URL

## **VIRTUAL ASSISTANT PROFESSIONAL**

A highly talented, detail oriented Virtual Assistant and customer service advocate with experience providing exceptional support and ensuring projects are completed on time and with extreme confidentiality. Strive in fast-paced, virtual environments following established procedures and practices to exceed all customer expectations. Experienced in creating an effective, organized environment in which I can excel at focusing time on providing top level client support, resolving issues and developing relationships to ensure loyalty and growth. Unique skills set offering exceptional organizational/administrative skills combined with ensuring 100% customer satisfaction.

## **CORE COMPETENCIES**

- Customer Service
- Multiple Project Management
- Call Center
- Office Management
- Business Development
- Relationship Building
- Community Relations
- Customer Loyalty
- Document Preparation

## PROFESSIONAL EXPERIENCE

### Virtual Assistant

*Cade Academy | Germantown | 2020-2022*

#### Responsibilities

- Deliver high-quality customer service via email support platform ensuring top level service to continue corporate growth.
- Update company's database with new customer information and manage data retrieval of current customers, accurately and in a timely fashion.
- Utilize problem solving skills to resolve customer issues and enhance service levels.
- Express compassion and empathy while developing strategic solutions for solving problems and addressing unsatisfactory customer experiences.
- Develop procedures to increase the efficiency of numerous areas including filing and organizing records to increase our ability to efficiently retain/recover documents, reports and records.
- Maintain a detailed delivery calendar to coordinate schedules and appointments.
- Consistently praised for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.

### Customer Service Representative

*Cade Academy | Germantown | 2021-2022*

#### Responsibilities

- Provided outstanding customer service, data entry, and processed orders for multiple clients exceeding all customer service expectations.

- Updated company's database with new customer information and managed data retrieval of current customers, accurately and in a timely fashion.
- Provided inbound/outbound support for Über driver on-boarding which increased customer referrals by xx%.
- Accurately processed pledges for National PBS and Radio Pledge drives, kept confidentiality when obtaining credit card/checking information.
- Handled complex problems and worked with customers to ensure all discrepancies are resolved quickly.
- Provided exceptional customer service while assisting key clients.
- Maintained detailed records of billing through reconciliation processes.

## Customer Service Representative

Jayrole Homecare | *Maryland* | 2021-2022

### Responsibilities

- Updated company's database with new customer information and managed data retrieval of current customers, accurately and in a timely fashion.
- Ran credit checks, disclosed credit results and obtained credit card/checking account information which increased the efficiency of data retrieval times.
- Successfully established orders and scheduling for new prospects, with increased efficiency in a busy fast-paced environment.
- Listened to the customer and analyzed the problem to offer a prompt resolution to ensure loyalty and business
- Worked within a strong team to exceed all customer service expectations, proven by an increase in over 30% of customer service ratings
- Solved a range of customer queries by providing timely and effective outcomes, resulting in first call resolution of issues.

## EDUCATION

Forman Christian College and University

Bsc Hons in clinical psychology 2016-2022

(GPA: 3.3)