

Suaiba Parker

Virtual Assistant

My professional experience has honed my interpersonal and communication abilities, equipping me with strong negotiation and conflict-resolution skills. I prioritise teamwork, strategic planning, and effective management, always striving to contribute positively to any work environment. A proactive team player, I thrive under pressure and adapt seamlessly to diverse challenges. With excellent organisational skills, I ensure information is presented clearly and concisely. Outside of work, I enjoy Pilates, reading, travelling, and exploring charming coffee shops.



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Skills and Experience

Technical skills & Software tools	Professional skills	Industry Experience
<ul style="list-style-type: none"> MS Excel, Word & G-Suite Trello, Slack & Calendly Xero ChatGPT & Firefiles.ai HubSpot, Salesforce, Zoho & Pipedrive Shopify & WooCommerce Wordpress Canva & Vimeo Facebook, Instagram, TikTok LinkedIn 	<ul style="list-style-type: none"> General Administration & Organisation Email & Diary Management Documents & Scheduling Travel Management & Booking Event Planning Bookkeeping Research Sales & Cold Calling Lead Prospecting Customer Service Project Management 	<ul style="list-style-type: none"> Administration & Support Services Advertising & Marketing Business Management Consulting Coaching Customer Service Education Electronics & Technology Family & Parenting Fashion & Beauty Finance Hospitality Leisure & Recreation Sales Transportation Travel & Tourism

Work Experience

<p>Jan 2021 - Current</p>	<p>Virtual Assistant Outsourcery</p> <p>Overview of Duties</p> <ul style="list-style-type: none"> Managed accurate financial records and ensured timely reporting. Coordinated schedules and appointments to maximise productivity. Oversaw inbox organisation and correspondence to ensure prompt responses. Provided administrative and strategic assistance to boost sales efforts. Directed customer service operations, ensuring satisfaction and resolving issues effectively. Planned, executed, and delivered projects on time and within scope. <p>Sales & Promoting Services</p> <ul style="list-style-type: none"> Proactively identified client needs and recommended tailored solutions, resulting in an increase in service uptake. Consistently met or exceeded sales targets by leveraging persuasive communication skills and a deep understanding of services offered. <p>Follow-Ups</p> <ul style="list-style-type: none"> Maintained a robust follow-up system to ensure client satisfaction, leading to repeat business and strong client relationships. Streamlined post-appointment follow-ups, improving client retention rates, and ensuring a seamless experience. <p>Coordinating Appointments</p> <ul style="list-style-type: none"> Scheduled and managed complex appointment calendars, optimising schedules for efficiency and client convenience. Coordinated between clients and internal teams to ensure timely delivery of services and resolution of inquiries. <p>As a VA, my skills are constantly evolving</p> <ul style="list-style-type: none"> Collaboration: Working with diverse teams, fostering understanding, and driving shared success. Research and Analysis: Digging deep into topics to uncover insights, trends, and data-driven conclusions. Process Optimization: Streamlining workflows and systems to boost productivity and effectiveness. LinkedIn Campaigns - Engagement Growth: Developed and executed LinkedIn strategies that increased post engagement by 40% within three months. Targeted Content Creation: Created industry-specific content that attracted new followers from key demographics, leading to tangible business inquiries.
<p>Feb 2015 - Jan 2019</p>	<p>Travel Advisor Pentavel</p> <ul style="list-style-type: none"> Consulted with clients to assess needs, preferences, and budget requirements. Developed and tailored travel packages to meet client specifications. Resolved travel issues, conflicts, and complaints promptly and professionally. Attended industry seminars and workshops to stay updated on trends and best practices. Conducted thorough market research to identify emerging industry trends and opportunities. Contributed to company success by consistently achieving personal targets and completing related tasks. Maintained accurate and organised records to ensure efficient operations. Customized Itinerary Design: Designed tailored travel plans for over 200 clients annually, maintaining a 95% satisfaction rate by aligning plans with personal preferences and budgets. Upselling Expertise: Consistently exceeded monthly sales targets by 15% through strategic upselling of premium packages and services.
<p>Jan 2006 - Jan 2010</p>	<p>Customer Service Agent British Airways</p> <ul style="list-style-type: none"> Trained and mentored new recruits, ensuring seamless onboarding and skill development. Coordinated and optimised team timetables to maximise efficiency and coverage. Delivered exceptional customer support, addressing client inquiries and needs promptly. Served as Flight Control Officer, overseeing flight schedules and logistics. Managed and resolved customer complaints and conflicts with professionalism and tact.
<p>Apr 2004 - May 2005</p>	<p>Travel Agent Duzi Travel</p> <ul style="list-style-type: none"> Crafted detailed travel itineraries tailored to client preferences and needs. Provided comprehensive administrative support and personalised customer service. Participated in conferences and webinars to stay informed on industry trends. Enhanced customer communication skills, ensuring clear, concise, and empathetic interactions. Strengthened management and leadership abilities through hands-on experience and team collaboration.

Education & Certifications



YES, I WANT TO PROCEED WITH THIS CANDIDATE

NO, PLEASE SHARE MORE PROFILES

