

# Jaclyn Love

Virtual Assistant

I love working with people and providing a service. I have extensive experience in sales and over the last few years, my role has shifted to a support and administration role which I am really enjoying. I have learnt how to manage people's expectations and deal with problems that might arise with unhappy customers. I am a team player but am happy working independently as well.



DOWNLOAD PDF

## Skills and Experience

### Technical skills & Software tools

- MS Word, Excel & PowerPoint
- Trello
- Slack
- RingCentral
- Canva
- Facebook
- Instagram
- Pipedrive

### Professional skills

- General Administration & Organisation
- Email & Diary Management
- Research & Data Capturing
- Customer Service
- Lead Prospecting & Networking
- Sales & Cold Calling
- Proofreading

### Industry Experience

- Architecture & Construction
- Customer Service & Sales
- Fashion & Beauty
- FMCG, Retail & Consumer Goods
- Furniture & Interiors
- Property

## Work Experience

Apr 2022 - Current

### Virtual Assistant

Outsourcery

- Conduct data capturing.
- Manage the back-end in-house system for efficient workflow.
- Utilising Pipedrive (CRM) and Ring Central to conduct sales calls and maintain customer relationships.
- Manage calendars for appointments and meetings.
- Handle email correspondence and manage email accounts.
- Schedule appointments.
- Provide administrative support to management.
- Work on Trello, managing cards and workflow for three sales consultants.

Jan 2022 - Current

### Social Media Manager

DTL Painting

- Content creation for Instagram and Facebook accounts.

Mar 2015 - Oct 2021

### Sales Coordinator

Daddys Deals

- Responsible for the administration of three sales consultants.
- Sending offers via Quickly Sign for our merchants to sign.
- Liaising with merchants for information.
- Input information into Trello for copywriters to use.
- Meet weekly deadlines.
- Work closely with the copywriters to ensure all information is correct.

Mar 2006 - Oct 2008

### Sales Consultant

ImageMakers

- Cold calling to introduce the product.
- Set up appointments and present the clothing range to prospective clients.
- Keep an up-to-date list of potential clients.
- Conduct fittings and capture orders.
- General administration.

Sep 2003 - Feb 2006

### Sales Consultant

Kempston Truck Hire

- Cold calling and service calls (face-to-face).
- Meet monthly targets.
- File weekly call reports.
- Submit quotes as per clients' requirements.
- General administration.
- Assist the Operations department when needed.

## Education & Certifications



## Client Reviews

Dylan Mitchell

Things are going really well with Jaclyn, she's rapidly becoming an important part of our team. I really couldn't have hoped for a better fit!

