



Adrian Glen

Role: General Virtual Assistant
Virtual Assistance & E-commerce Support



Availability: Available ASAP

Hours: Full time or Part time

Rate: \$6 per hour

Summary:

Adrian has a diverse background with over 7 years of experience across customer support, technical support, purchasing management, and appointment setting. With his expertise in handling e-commerce operations, sourcing products, and providing top-notch client support, he would be an excellent fit for roles such as a Virtual Assistant, E-commerce Support Specialist, or Client Relations Manager. Adrian's ability to manage multiple tasks, streamline processes, and leverage his technical skills makes him an asset in supporting business operations efficiently.

Skills & Experience:

- **E-commerce Management:**
 - Managed order fulfillment for multiple pharmacies and sourced products from various merchants at San Brands.
 - Conducted market research, identified profitable products, and uploaded them to Shopify, demonstrating strong analytical and e-commerce management skills.
- **Customer Support:**
 - Provided high-level customer support for both startups and established merchants at TaskUs, addressing inquiries and resolving issues related to online businesses.
 - Handled customer inquiries and membership billing at Telus International, ensuring customers were matched with the right membership plans.
- **Technical Support:**
 - Assisted entrepreneurs with troubleshooting issues related to HTML, Liquid, and JavaScript customizations while working for ActiveCampaign at Bolton International.
 - Supported customers with mobile device troubleshooting and technical inquiries at Harte Hanks, showcasing his ability to provide detailed technical assistance.
- **Appointment Setting & Communication:**
 - Scheduled appointments and followed up on patient checkups at Allied Orbit, displaying strong communication skills and the ability to build relationships with clients.
 - Assisted customers with marketing communications, helping them grow their online businesses while resolving technical concerns.

Delegate



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Click the play button for the Assistant's Video Introduction.

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Skills & Experience:

- **Administrative Support:**
 - Prepared mid and end-of-month sales reports at San Brands, supporting business operations through data analysis and strategic planning.
- **Process Optimization:**
 - Suggested and implemented strategies for process improvement at San Brands to boost sales and streamline business operations.

Tools and Platforms:

- **E-commerce Platforms:**
 - Shopify (product listing, order management, basic customizations)
- **Customer Support & Communication:**
 - ActiveCampaign
 - WhatsApp / Telegram / Viber
 - Appointment Scheduling Software
- **Technical Skills:**
 - Basic HTML, Liquid, and JavaScript
- **Data Management & Reporting:**
 - Microsoft Excel (for generating sales reports)
- **Customer Relationship Management:**
 - Experience in handling CRM platforms for managing customer interactions and support.