

Delegate



Marjorie Claire

Role: General Virtual Assistant

Virtual Assistance, Digital Marketing, Ecommerce



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

Availability: Available ASAP

Hours: Full time

Rate: \$5 per hour

Summary:

Marjorie Claire Densing is a highly skilled Virtual Assistant with extensive experience in managing remote client relationships and optimizing processes. At Thrasio / 3-BG, she excelled in customer service for Amazon Seller Central, handling A-Z claims and coordinating product logistics while creating effective customer service materials. Her background in digital marketing and account management, including roles at FAM Digital Marketing and Eperformax Contact Center, showcases her expertise in lead generation, appointment setting, and client account management. Proficient in various software tools like CRM systems and project management platforms, Marjorie streamlines workflows and enhances team collaboration.

With a passion for delivering exceptional service and a proven track record, Marjorie is a reliable and resourceful asset, ready to make a significant impact for clients seeking a dedicated Virtual Assistant.

Skills & Experience:

- **Customer Service**
 - Managed customer inquiries and resolved issues effectively at Thrasio / 3-BG and Eperformax Contact Center, ensuring high levels of client satisfaction.
 - Handled inbound calls and provided support for healthcare services, demonstrating strong communication and problem-solving abilities.
- **Sales**
 - Successfully closed deals and managed client accounts at FAM Digital Marketing, showcasing her ability to drive sales and maintain client relationships.
 - Engaged in lead generation and appointment setting, contributing to the growth of client portfolios.

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Skills & Experience:

- **Appointment Setting**
 - Coordinated appointments and follow-ups for clients, ensuring timely communication and efficient scheduling in her role at FAM Digital Marketing.
 - Developed strategies to optimize appointment-setting processes, enhancing overall productivity.
- **Lead Generation**
 - Conducted research and outreach to identify potential clients, effectively generating leads that contributed to business growth.
 - Utilized CRM tools to track leads and manage client interactions, ensuring a streamlined approach to lead management.
- **Data Entry**
 - Maintained accurate records and documentation for customer interactions and transactions, ensuring data integrity and accessibility.
 - Created templates and drafts for customer service materials, demonstrating attention to detail and organizational skills.
- **Research**
 - Performed product research and supplier coordination at Thrasio / 3-BG, aiding in informed decision-making and effective product listings.
 - Assisted in gathering information for marketing strategies and client presentations, showcasing analytical skills.
- **Communication Skills**
 - Demonstrated strong verbal and written communication skills while handling customer inquiries and drafting emails at various positions.
 - Effectively communicated product specifics and managed client expectations, fostering positive relationships.
- **Management Skills**
 - Oversaw client accounts and managed sales processes, ensuring successful deal closures and client satisfaction.
 - Created and implemented Standard Operating Procedures (SOPs) for customer service processes, enhancing team efficiency.

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Skills & Experience:

- **Product Listing**
 - Managed Amazon listings and addressed product-specific inquiries, ensuring accurate and appealing product representations.
 - Engaged in re-writing reviews and optimizing product descriptions to enhance visibility and sales.
- **Creativity / Designing**
 - Developed presentations and customer service materials that were visually appealing and informative, showcasing her creative skills.
 - Contributed to marketing campaigns with creative input, enhancing overall brand messaging.
- **Organizing**
 - Streamlined workflows and organized client information, improving efficiency in task management and project execution.
 - Managed multiple tasks and priorities effectively, ensuring timely completion of projects and client requests.

Tools and Platforms:

- **Amazon Seller Central**
 - Managed product listings, handled A-Z claims, and addressed customer inquiries related to Amazon products, ensuring account health and compliance.
- **CRM Systems**
 - Utilized CRM tools to track customer interactions, manage leads, and maintain accurate records of client communications, enhancing relationship management.
- **Google Docs and Drive**
 - Created and shared documents and spreadsheets for team collaboration, maintaining organized records of customer service materials and templates.
- **Dialers**
 - Used dialer systems for efficient inbound and outbound calling, facilitating effective communication with clients and customers.

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Tools and Platforms:

- **Amazon Seller Central**
 - Managed product listings, handled A-Z claims, and addressed customer inquiries related to Amazon products, ensuring account health and compliance.
- **Shopify**
 - Assisted in managing e-commerce operations, including product listings and customer inquiries, contributing to online sales efforts.
- **Shipstation**
 - Coordinated shipping logistics and tracking for customer orders, ensuring timely deliveries and effective communication with clients.
- **Zendesk**
 - Utilized Zendesk for customer support ticketing, managing inquiries, and providing timely responses to customer issues.
- **Monday.com**
 - Used Monday.com for project management, tracking tasks, and collaborating with team members to ensure project deadlines were met.
- **Hubstaff**
 - Employed Hubstaff for time tracking and productivity monitoring, ensuring efficient use of time while managing multiple client accounts.
- **Slack**
 - Communicated with team members and clients through Slack, facilitating real-time collaboration and information sharing.
- **Trello**
 - Organized tasks and projects using Trello boards, allowing for clear visibility of project progress and team responsibilities.