



Jerry Arias H.

Virtual Assistant

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Meet your new virtual assistant, a tireless digital dynamo who never needs a coffee break, is always on top of every detail, and is always ready to help with a smile (albeit a virtual one). Whether you're juggling a million tasks or just need a friendly nudge to stay on track, I'm here to save the day with wit and efficiency. Think of me as your trusty sidekick, minus the spandex suit—because let's face it, no one needs to see that!

Experience

Virtual Assistant at ROWE Insurance - TN

May 2020 - Aug 2024

- **Policy Management:** Assisting clients with policy renewals, modifications, and cancellations.
- **Scheduling:** Managing calendars, setting up appointments, and sending reminders for meetings with clients or team members using a dedicated Gmail account synced with Calendly and Zoom.
- **Data Entry:** Inputting client information, policy details, claims data, and other relevant information into insurance management systems for storage and quoting.
- **Customer Service:** Answering customer queries, addressing concerns, and providing information about insurance products and services.
- **Lead Generation:** Researching potential clients, gathering leads, and inputting them into CRM systems. Cold Calling leads.
- **Marketing Campaigns:** Assisting with the creation and distribution of marketing materials such as newsletters, social media posts, and email campaigns.

Medical Virtual Assistant - Recruiter at Ongoing Care Solutions Inc. - FL

Sep 2015 - Jun 2020

- **Scheduling:** Schedule radiology appointments such as mammograms, ultrasounds, MRIs and CTs
- **Recruiting:** Post Indeed Job ads while managing calendars, setting up appointments, and sending reminders for meetings with clients or team members using a dedicated Gmail account synced with Calendly and Zoom.
- **Patient Communication:** Responding to patient inquiries via phone, email, or chat, providing information about appointments, treatments, and procedures.
- **Email Management:** Handling incoming emails, responding to routine inquiries, and forwarding important messages.
- **Test Results:** Communicating lab and test results to patients, following up on further instructions from the healthcare provider.

Digital Designer / IT Support at Propoint Global - MN

Jul 2012- May 2016

- **Help Desk Support:** Providing technical assistance to users experiencing issues with hardware, software, and other technology-related problems.
- **Troubleshooting:** Diagnosing and resolving hardware and software issues, including those related to computers and Digital Signs or monitors.
- **Remote Support:** Using remote access tools such as GTM and Showmype to resolve user issues
- **Repairs:** Repairing or replacing defective hardware components, such as digital signs, computers and monitors.
- **Maintenance:** Performing routine maintenance on hardware to ensure it operates efficiently, including cleaning, updating firmware, and replacing faulty components.
- **Graphic Designer:** Helped renovate each image the client was requesting that would display on their digital sign. Alter the data on the display monitor remotely.

Education

2014 - 2015

Cosvic Academy

Network and Wireless IT - San Jose, Costa Rica

2007 - 2010

Veritas University

3D Animation - Zapote, Costa Rica

1997 - 2005

Jorge Volio Bilingual HS

Cartago, Costa Rica

1991 - 1994

Nash Middle School

Albany, Georgia, USA

1987 - 1991

St. Teresa Elem School

Albany, Georgia, USA

Skills

Customer Service

- Active Listening: Understanding the customer's issue without interrupting.
- Clear Speaking: Communicating information in a straightforward, understandable manner.
- Empathy: Showing genuine concern and understanding of customer issues.
- Written Communication: Crafting clear, concise, and polite emails or messages.
- Problem-Solving Skills
- Analytical Thinking: Identifying the root cause of issues.
- Decision-Making: Making quick and effective decisions to resolve problems.
- Creativity: Finding innovative solutions to unique problems.
- Technical Skills
- Product Knowledge: Thorough understanding of the company's products or services.
- CRM Software: Proficiency in Customer Relationship Management (CRM) tools.
- Technical Troubleshooting: Basic technical knowledge to assist with product issues.
- Interpersonal Skills
- Patience: Remaining calm and patient with difficult or irate customers.
- Positive Attitude: Maintaining a positive demeanor, even in stressful situations.
- Teamwork: Working effectively with other team members.
- Time Management
- Efficiency: Handling multiple tasks quickly and efficiently.
- Prioritization: Prioritizing tasks based on urgency and importance.
- Adaptability
- Flexibility: Adapting to different customer personalities and changing situations.
- Learning Agility: Quickly learning new processes, tools, or information.
- Conflict Resolution
- Negotiation: Finding a middle ground in disputes.
- De-escalation: Calming down heated situations effectively.
- Cultural Competence
- Sensitivity: Being aware of and respectful towards different cultural backgrounds.
- Inclusivity: Ensuring all customers feel valued and understood.
- Attention to Detail
- Accuracy: Ensuring all information provided is correct and precise.
- Thoroughness: Following up on issues to ensure complete resolution.

Designing and Editing

- Efficient with Apps such as Canva, Capcut, Veed, After Effects, 3D Maya and many more.
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References

James Rowe From ROWE Insurance - +506 7113-8703

Frank Samstien From OCSI - +506 6041-5808

Arik Trejos From Propoint Global- +506 8389 9736

Thank you for your time.