

Ritika Soltes

Virtual Assistant

Profile

Dedicated Virtual Assistant with 1 year of experience providing efficient and comprehensive support to busy professionals. Skilled in managing schedules, organizing tasks, and handling correspondence, while maintaining a high level of client satisfaction. Strong multitasker committed to streamlining processes and optimizing time management. Technologically proficient, with expertise in diverse software applications and online tools.

Employment History

Virtual Assistant at HelloTel Virtual Assistants, PA

Apr 2023 - Present

- Successfully managed a team of 15 virtual assistants, increasing overall productivity by 35% and client satisfaction by 25% over a one-year period.
- Streamlined internal communication processes, leading to a 20% reduction in response time for client inquiries and a 10% increase in client retention rates.
- Implemented a new project management software that resulted in a 30% increase in project completion efficiency and a 15% reduction in the average time spent on tasks.
- Coordinated and executed a virtual event for over 100 participants, resulting in a 95% satisfaction rate from attendees and a 50% increase in sales leads for HelloTel Virtual Assistants.

Junior Virtual Assistant at PA Virtual Assistants, PA

Sep 2022 - Feb 2023

- Successfully managed the schedules of 5 clients simultaneously, ensuring a 100% on-time attendance at meetings and appointments over a 6-month period.
- Streamlined the email inboxes of 3 clients, reducing their daily email management time by 30% and increasing their response rate by 25% within 3 months.
- Conducted extensive online research for a client's project, compiling a detailed report that led to a 15% increase in their market reach and contributed to a 10% growth in sales within the first quarter.

Education

Associate of Applied Science in Virtual Assistance at Pennsylvania College of Technology, Williamsport, PA

Aug 2018 - May 2022

Relevant Coursework: Office Management, Administrative Support, Project Management, Digital Marketing, Social Media Management, Web Design, Writing and Editing, Client Relations, Time Management, and Business Communication.

Certificates

Details

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Links

[linkedin.com/in/ritikasoltes](https://www.linkedin.com/in/ritikasoltes)

Skills

Chatbot management

Calendar synchronization

Email filtering

Social media monitoring

Trello organization

Zoom scheduling

Google Analytics reporting

Languages

English

Japanese

Hobbies

Photography

Gardening

Cooking