



# AASTHA SINGH

## FULL-TIME VIRTUAL ASSISTANT

### PROFILE

A highly talented, detail-oriented Virtual Assistant with experience providing exceptional support and ensuring projects are completed on time and with extreme confidentiality.

Strive in fast-paced, virtual environments following established procedures and practices to exceed all customer expectations.

Experienced in creating an effective, organized environment in which I can excel at focusing time on providing top-level client support, resolving issues, and developing relationships to ensure loyalty and growth.

### CONTACT

+91 9742278352  
aastharohit@gmail.com

## PROFESSIONAL EXPERIENCE

### 2018 - TILL DATE

#### SPECIALIST - VIRTUAL ASSISTANT

Wishup.Co | Sep 2018 - Present

As a "Virtual" Assistant (VA), I worked directly with several clients. These clients were in varying professional fields including medical, financial, consulting, marketing, and website/software engineering. Many of my clients were (and are) business owners and entrepreneurs. I assisted them with anything from finding a handyman to fix blinds to organizing the business contacts in a CRM namely Bitrix, Zoho, Pilot, Hubspot, Link etc.

### 2017 - 2018

#### SALES HEAD

Gao Tek Inc. China | June 2017 - Sep 2018

Responded to client's questions, concerns, and billing inquiries with the highest degree of professionalism; also assisted clients with reservations, transfers, and changes; secured new client sales and retention through exceptional customer service.

### 2012 - 2017

#### SENIOR HOLIDAY EXPERT

Make My Trip Inc. | Jan 2012 - May 2017

Provided unparalleled service to travelers by providing prompt, accurate, and professional communication tracked unused e-tickets for exchange toward future trips and personal expenses helped determine the most efficient way to make flight connections, made transportation arrangements to and from airports; also made air, car, and hotel reservations for individual/group travel in compliance with corporate travel policies.

### 2009 - 2011

#### CLIENT RELATIONSHIP MANAGER

ORBITZ LEISURE TRAVEL LTD. | JUL 2009 - JAN 2011

### 2008 - 2009

#### SENIOR EXECUTIVE - SALES

COX & KINGS LTD. | JAN 2008 - JUN 2009

### 2006 - 2007

#### LEISURE TRAVEL CONSULTANT

COMPASS TRAVEL LTD. | JUN 2006 - DEC 2007

## EDUCATION

#### MBA - DISTANCE LEARNING

IMT GHAZIABAD | 2009 - 2011

#### BACHLOR OR ARTS (ECONOMICS & PSYCHOLOGY)

PNGPG, NAINITAL | 2003 - 2006

## SKILLS

Customer Service



Content Writing



Social Media Strategy



Project Management



MS Office



Software Knowledge



Digital Marketing



Blogging



Data Management



Research

