

Jojo Zubair

Executive Assistant

📞 561 412 5628 ✉️ hello@sageexecutiveassistants.com

Dynamic, well-rounded professional with valuable experience in administrative, customer service, retail, office, fashion, and executive settings. Highly self-starting and disciplined due to experience in freelance work and entrepreneurship. Solid reputation as a hardworking, honest, friendly professional that exceeds on tasks and provides exceptional customer service. Skilled in building relationships with all different types of people and utilizing a wide range of knowledge and experience to solve problems. Unique ability to learn new skills quickly and effectively.

SKILLS:

- Social Media Ads & Marketing
- Proficiency in Excel, Microsoft Office, Adobe Premiere Pro, Adobe Photoshop, Procreate
- Facebook, Instagram, & Pinterest Advertising
- Creating online stores
- Fashion Design
- Digital art, graphic design, painting & illustration
- Professional writing, academic writing, screenwriting, copy writing
- Video Editing
- Type 56 WPM

PROFESSIONAL EXPERIENCE

2021–Present **Buffie LLC**
EXECUTIVE ASSISTANT & SOCIAL MEDIA MANAGER

- Executing various administrative tasks for popular social media finance influencer/tv personality, efficient management of complex calendars, making cost-effective travel arrangements, managing 4 different email addresses and 5 different social media accounts, searching for and securing brand sponsorships and programs, constantly maximizing productivity rates, preparing spreadsheets, graphics, presentations, reports, and legal forms, taking notes and ensuring follow through of all discussed items in meetings, maintaining confidentiality of all company communications, consistently pitching ideas for social media content and business ventures, directing photoshoots and campaigns for glasses brand

2022–Present **Georgia Psychiatric Consultants**
EXECUTIVE ASSISTANT

- Proficient in Valant EHR software, solid knowledge and implementation of HIPAA compliancy procedures, efficiently performed data entry and billing tasks, enforced excellent customer service in person and over the phone, following up on and processing insurance payments, accurately scheduling meetings and patient and representative appointments, filing patient records and ensuring they are confidential, maintain office supplies and medical inventory, participating in management meetings, recording notes and creating action plans

2020–2021 **Freelance**
VIRTUAL ASSISTANT

- Finding and pitching to potential clients, creating and sending legally binding contracts as part of the client onboarding process, creating and sending invoices, administrative support, managing social media for different brands and businesses, communicating with manufacturers, project management, creative direction, writing research summaries, making line sheets, creating and managing Shopify stores, creating email newsletters, using software such as Slack, LastPass, Asana Team Management, Klaviyo, Wave Accounting, and Clockify

**2020-2021 Mercedes Benz of Atlanta Northeast
RECEPTIONIST & PHONE OPERATOR**

- Greeting guests and providing them with a positive first impression of the organization, fielding incoming calls, taking customer's temperatures to comply with COVID-19 safety procedures, directing guests and answering their questions providing administrative and clerical support, answering and directing a high volume of calls to the appropriate department, relaying messages, promptly finding and assigning salespeople for walk-in customers

**2020 Lukas Liu
PERSONAL/VIRTUAL ASSISTANT**

- Screened and interviewed interns, developed new shipping and organizational procedures to increase efficiency, helped direct product rollouts and fashion campaigns, wrote email newsletters and public statements, researched and ordered supplies for optimum cost-effectiveness, created shipping labels and prepared orders, selected and contacted social media influencers, prepared and sent care packages, responded to customers in email queue

**2020 Maytronics
CUSTOMER CARE REPRESENTATIVE**

- Performed troubleshooting over the phone, provided technical support to customers, memorized company products and procedures, made outbound calls to vendors, identified and ordered the correct spare parts a customer needed, adapted to a work from home set-up due to coronavirus pandemic, created and resolved customer cases in Salesforce, memorized and utilized call scripts, promptly responded to customers in email queue, followed-up on customer inquiries

**2019-2020 Carmax
BUSINESS OFFICE ASSOCIATE**

- Answered and managed calls in the largest and most high traffic Carmax location in Georgia, completed vehicle titles and entered them in PATH software, consistently received 100% on accuracy checks, assisted financing companies by obtaining payoff information, created and filed jackets, prepared and sent DMV documents, explained legal paperwork and purchase contracts to customers during the signing process, reconciled safe, processed car payments

**2018-2019 Dillard's
SALES ASSOCIATE**

- Operated Point of Sale systems accurately and efficiently, consistently exceeded sales quotas, collaborated in creating attractive sales floor displays to market new products, monitored and cleaned dressing rooms, frequently signed customers up for Dillard's American Express credit card, completed online orders and reservations for customers, scanned and ticketed marked down items before deadline, maintained multiple cash registers daily

EDUCATION

2017-2019 GEORGIA STATE UNIVERSITY
Film & Psychology Double Major (Junior)

2017 COLLINS HILL HIGH SCHOOL
AP & honors student

2016-2017 GEORGIA GWINNETT COLLEGE
Full time dual enrollment student during senior year of high school