




KYLE FRANKLIN

Personal

-  **Address**
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Skills

- Cloud Based CRMs 
- Digital Marketing 
- Customer Service 
- Conflict Resolution 
- Time Management 
- Multitasking 
- Microsoft Office Suite 

Trustworthy and dependable customer service specialist seeking to join Temple Manufacturing's fulfillment department as a Virtual Assistant. Four-years of business experience service as a remote office assistant, providing customer service, data entry, and social media management for companies in manufacturing, real estate, and the legal field. Exceptional time management skills, written and oral communication, and spreadsheet management. Proficient with online CRM platforms, shipping management solutions, and Microsoft Office suite. Accepts constructive criticism well, and channels feedback into lesson learning, to reduce the potential of future errors and accomplish team goals.

Work experience

Virtual Assistant Mar 2019 - Present
[Phillips Manufacturing, Houston, Texas](#)

Currently serving as a virtual assistant for Philips Manufacturing in Houston, Texas from my home office in Lancaster, Pennsylvania. Main tasks and responsibilities include:

- Answering telephone calls for the company via VoIP line, transferring to applicable departments or contacts, and answering customer questions.
- Process online orders, communicating with fulfillment center, and forwarding tracking information to customers.
- Contacting shipping carriers to track packages, file claims, and expedite customer shipments.
- Using Philips Manufacturing CRM solutions to update notes, customer files, and internal documents.

Remote Office Assistant Jun 2017 - Mar 2019
[Linda Jackson Realty, Charlotte, NC](#)

Served as a remote office assistant for Linda Jackson Realty in Charlotte, NC. Was responsible for multiple social media and digital marketing tasks including:

- Managing company Facebook and LinkedIn pages, updating content, writing and publishing blogs on the company website.
- Reply to customer and lead inquires sent through social media messenger and online contact forms.
- Managed email marketing campaign by using Mailchimp platform. Answer customer replies and inquires via email.
- Created digital content including graphic design, website landing pages, contact and lead generation forms.

Education

Business Administration Sep 2017 - May 2021
[Temple University, Philadelphia, PA](#)

References

- Larry Jones** Phillips Manufacturing
[On Request](#)
- Linda Jackson** Linda Jackson Realty
[On Request](#)
- Professor Phil Lewis** Temple University
[On Request](#)