



Laura Ramirez

VIRTUAL ASSISTANT | CUSTOMER SUPPORT |
VIDEO EDITOR
BOGOTÁ, COLOMBIA
ENGLISH & SPANISH (FLUENT)
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[HTTPS://WWW.UPWORK.COM/FREELANCERS/LAURARAMIREZ](https://www.upwork.com/freelancers/LAURARAMIREZ)

SKILLS

- Virtual Assistance & Admin Support
- Email Management & Customer Support
- Data Entry & Organization
- Research & Coordination
- CRM Systems (HubSpot, Zoho, Zendesk)
- Google Workspace & Microsoft Excel
- ChatGPT & workflow optimization
- Video Editing & Content Creation

ADDITIONAL EXPERIENCE (CREATIVE)

- Analista Financiera Certificada. Institución Borcelle, 2022.
- Capacitación en contabilidad. Institución Borcelle, 2023.

LANGUAGES

- English: Fluent
- Spanish: Native or Bilingual
- French: Basic

TOOLS

Google Workspace | Excel | Zendesk
HubSpot | Zoho | Mailchimp | Canva
| Adobe Premiere Pro | After Effects |
CapCut

PROFILE

Virtual Assistant with 8+ years of experience supporting remote teams in fast-paced environments. Strong background in administrative support, customer service, data management, and content creation. Known for being reliable, detail-oriented, and able to handle multiple tasks independently while keeping operations organized and efficient.

EXPERIENCE

Virtual Assistant & Marketing Coordinator
Freelance (Upwork) | 2017 – Present

- Managed email communication and customer support across multiple platforms
- Organized data, spreadsheets, and CRM systems
- Conducted research for suppliers, partnerships, and business operations
- Assisted with content creation, social media, and brand communication
- Maintained workflows and supported daily operations for remote teams
- Worked independently with minimal supervision in fast-paced environments

Customer Support & Admin Support
Atmos Home

- Handled customer communication and external inquiries
- Managed data entry and internal documentation
- Supported supplier research and partnership coordination
- Maintained organized records and ensured smooth communication flow