

## PROFESSIONAL SUMMARY

Dynamic and detail-driven remote operations professional with 4+ years of experience supporting global businesses through virtual assistance, logistics, and team coordination. Founder of PrettyVirtual, a remote-first business providing tailored support services to executives and entrepreneurs. Proven expertise in client relationship management, admin systems, shipping logistics, CRM tools, and remote team leadership. Passionate about helping businesses grow by handling the behind-the-scenes work with precision and care.

## EDUCATION

### Punjab University

Bachelor's Degree in Arts  
2019 – 2022

### CBSE

Higher Education in Commerce

## SKILLS

- Remote Team Coordination
- Client Relationship Management
- Administrative Assistance
- Logistics & Order Fulfillment
- Inventory Management
- CRM Tools (HubSpot, Zoho, etc.)
- Email & Calendar Management
- Invoicing & Documentation
- Process Improvement
- Social Media & Basic Graphic Design
- Customer Support & Communication

## TOOLS

- Zendesk
- Xero
- HubSpot
- Wine Hub
- G Suite
- Outlook
- WordPress with Elementor
- CapCut
- Canva
- AI Tools
- Microsoft Office Suite

## PROFESSIONAL EXPERIENCE

### Independent Contractor | PrettyVirtual

Remote | Sep 2024 – Present  
Self-employed

- Provide executive assistant and administrative support to global clients on a contract basis.
- Partner with CEOs and founders to manage customer service, project coordination, and communications.
- Oversee client onboarding, team recruitment, SOP development, and day-to-day operations.
- Build and lead a virtual team, implementing efficient systems to streamline task delivery.
- Contribute to marketing strategy and business development to expand client base.

### Operations & Admin Support Specialist | Vint Marketplace

Remote, USA | Jan 2024 – Present

- Managed shipping operations and logistics for a fast-paced wine business
- Handled order processing, invoicing, and documentation to ensure internal accuracy
- Provided customer support on orders, deliveries, and wine-related queries
- Led a small remote team of admin assistants, setting workflows and tracking KPIs

## LANGUAGES

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- English (Advanced)
- Punjabi (Native)
- Hindi (Native)

### Virtual Assistant | Conor Australia

Remote, Australia | Jul 2023 – Dec 2023

- Managed CRM systems and coordinated with leadership on customer inquiries and administrative tasks
- Handled social media management, including content planning, posting, and basic graphics
- Provided export administrative support for sourcing and shipping bidet products from China to Australia
- Conducted market research and maintained supplier communications to ensure timely and accurate product delivery

### Virtual Assistant | Globify Offshoring Services Pvt Ltd

Remote, Canada | Apr 2023 – Jun 2023

- Coordinated shipping orders and created quotes for Global Supply Chain Logistics Inc
- Ran email marketing campaigns and tracked customer interactions in HubSpot CRM

### Virtual Assistant | Career Overseas

Chandigarh, India | Sep 2021 – Mar 2023

- Managed social media, emails, and customer support inquiries
- Created graphics for digital marketing using design software
- Provided virtual counseling to clients exploring overseas education and travel opportunities