



# Maria Christina Ledesma

**Executive Assistant | Virtual Assistant |  
LinkedIn and Lead Generation Specialist |  
Project Manager | Customer Support**

## Skills

- Strong project management skills
- Excellent communication skills
- Superb negotiation, sales, and prospecting skills
- Effective relationship building and customer retention
- Excellent typing skills
- High attention to detail
- Adaptability, flexibility, and versatility

## Work Experience

**June 2012 - May 2023**

**Freelancer | Executive Assistant | Virtual Assistant |  
PA | LinkedIn Specialist | Lead Generator | Business  
Development Lead | Customer Support**

- Provide overall administrative support to entrepreneurs to ensure that the executives can focus on their core responsibilities and make informed decisions.
- Develop and implement effective methods and strategies to identify, engage and nurture potential clients with the goal of generating new business opportunities and revenue

**Sep 2006 - June 2012**

**Call Center Agent | Customer Support Rep |  
Telemarketer | Outbound Caller | Email and Live Chat  
Specialist**

- Deliver exceptional customer service and effectively manage calls to ensure customer satisfaction and drive sales or revenue.
- Efficiently conduct telephone surveys and outbound calls with the goal of gathering information that can be used to make informed business decisions.
- Respond to customer inquiries through chat or email, ensuring that all concerns are resolved and tickets are properly handled.

As a multifaceted Executive Assistant and Lead Generation Specialist with 17 years of work experience, I am highly skilled in providing high-level and comprehensive administrative support to entrepreneurs. My flexibility and versatility allow me to excel in high-pressure settings with minimal supervision, while my ability to manage and oversee projects and teams ensures efficient and organized operations. I am results-driven and committed to achieving success, with a focus on exceeding client's expectations and delivering satisfaction.

With a "no questions asked, no excuses, no alibis" attitude, I will take care of your business as if it were my own, ensuring that your goals are met and your needs are exceeded.



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