Jenna Hoang

Virtual Assistant

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SUMMARY

Virtual assistant with 4 years supporting small-business owners and one startup founder, working mainly in Google Workspace, Asana and QuickBooks. Manages inbox and calendar for 3 active clients, cut one client's invoice turnaround from 18 days to 5, and keeps every handoff documented so nothing waits on a reply.

EXPERIENCE

Virtual Assistant (Freelance) — Self-employed

Remote (US) · Feb 2022 – Present

- Manage inbox, calendar and travel booking for 3 small-business clients, triaging 60+ emails a day down to the 5 that need a same-day reply.
- Took over client invoicing in QuickBooks, cutting average payment turnaround from 18 days to 5 by sending reminders on a fixed schedule.
- Built and maintain a shared Asana board tracking 40+ recurring tasks across clients, so no monthly filing or renewal has been missed in 2 years.
- Scheduled and prepped agendas for 12 client calls a month, sending notes and action items within 2 hours of each call ending.

Executive Assistant (Part-time, Remote) — Harlow & Finch Consulting

Remote (US) · Aug 2020 – Jan 2022

- Managed the founder's calendar across 3 time zones, resolving double-bookings and protecting 2 blocks of focus time a week.
- Drafted and proofread client proposals and follow-up emails, cutting the founder's weekly writing time by about 4 hours.
- Organized a shared Google Drive of 300+ client files into a folder structure the team still uses.

SKILLS

Scheduling and Communication: Google Workspace (Calendar, Gmail, Docs), Outlook, Calendly, Slack, Zoom

Project and Task Tools: Asana, Trello, Notion, Monday.com

Admin and Finance: QuickBooks, Bill.com, basic invoicing and expense tracking

Other: Canva, light social media scheduling (Buffer, Later), data entry, travel booking

CERTIFICATIONS

HubSpot Inbound Marketing Certification, 2022

EDUCATION

A.A. Business Administration, Hillsborough Community College, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.