

Ishan Vats

Virtual Assistant | Project Management

Experienced and reliable virtual assistant with over 5 years of experience supporting corporate clients and customers. Skilled in managing administrative tasks, scheduling, email management, and travel coordination. Proficient in various software and tools, including Microsoft Office, Google Suite, Monday, Asana, Slack, LivePlan, and Notion. Adept at handling confidential information and delivering high-quality work under tight deadlines. Excellent communication and interpersonal skills, with a strong attention to detail and a positive attitude.

Work History

2023-01 -
Current

Executive Assistant to Chief Executive Officer

Confidential, San Diego

- Streamlined CEO's calendar by efficiently scheduling meetings, appointments, and events, resulting in 25% reduction in scheduling conflicts.
- Conducted extensive market research that led to identification of new market segment, resulting in 15% increase in revenue.
- Created persuasive speeches and presentations for CEO, resulting in 30% increase in successful business pitches.
- Successfully negotiated favorable terms with vendors, resulting in 10% reduction in expenses for company.
- Organized and coordinated meetings, resulting in 20% increase in on-time starts and 15% increase in attendee engagement.
- Maintained and updated company's database, resulting in 25% improvement in data accuracy and completeness.
- Improved company's social media presence by developing content strategy that resulted in 50% increase in engagement and 20% increase in followers.

2020-09 -
2023-01

Subject Matter Expert

Verizon Communications, Gurgaon

- Led regular updates on project/innovation performance for low to medium complexity projects, ensuring seamless communication and alignment with stakeholders resulting in 90% increase in stakeholder satisfaction
- Demonstrated proficiency in Excel & Power BI and conducted Data Analysis/Business Analysis
- Designed and created visually appealing dashboards and data reports which led to 40% improvement in decision-making and 25% increase in project efficiency
- Drove ongoing projects to fill service gaps, provided effective solutions, and led cross-skill trainings which resulted in 20% improvement in process efficiency and 15% reduction in errors.

2019-01 -
2020-03

Client Relations Coordinator

Bank of Montreal, Gurgaon

- Processed service requests, transactions, and activities accurately and in timely manner with 95% compliance rate with service level agreements
- Strictly adhered to established policies, processes, and procedures, resulting in 98% accuracy rate and 20% reduction in errors
- Addressed customer service inquiries promptly and



Contact

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WWW

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Skills

Office administration



Business administration



Customer and client relations



Meeting arrangements



Scheduling



Administrative support



Social media knowledge



with focus on accuracy, achieving 100% customer satisfaction rating

- Utilized effective communication skills and active listening to resolve customer issues quickly, leading to 30% increase in customer retention
- Aligned with customer needs and facilitated necessary arrangements within 48 hours, ensuring timely delivery of services and achieving 90% on-time delivery rate
- Proactively identified customer needs and implemented solutions resulting in 15% increase in customer loyalty.

2018-01 -
2019-03

Executive Assistant

Eazydiner Pvt. Ltd., Gurgaon

- Managed all aspects of restaurant reservations for high-value customers, ensuring seamless dining experience and achieving 95% customer satisfaction rating
- Followed up on customer feedback and implemented necessary changes resulting in 20% increase in positive reviews
- Maximized revenue by 48% by converting inquiries into sales and identifying business prospects and opportunities to upsell restaurants
- Developed and implemented effective sales strategies resulting in 30% increase in revenue and 25% increase in repeat business
- Successfully onboarded over 200 restaurants onto online platform across country
- Led end-to-end onboarding process, resulting in 90% on-time delivery rate and 40% increase in customer engagement.

Education

2022-11 -
Current

MBA: Project Management

Indian Institute of Management (IIM) - Lucknow, UP

Presentation design



Meeting minutes



Project planning



Languages

English

Professional