



**Debbie Johns**  
Executive assistant

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## CONTACT

- Phone: +1 (302) 405-2040
- Email: [debbie.johns@patternsva.com](mailto:debbie.johns@patternsva.com)
- Located in: Vadodara, Gujarat, India

## PROFICIENCY IN TOOLS

### CRM & Communication Tools:

- Follow Up Boss, KW Command, GoHighLevel, MOJO, RingCentral, MightyCall, Live Chat, Five/9 – used for lead management, follow-ups, outbound calling, and real-time customer communication.

### Marketing & Automation:

- MailChimp, Canva – for creating and managing email marketing campaigns, social media content, brochures, flyers, and listing/buyer presentations. I've also built automated workflows and drip campaigns in GoHighLevel.

### Scheduling, Booking & Field Operations:

- Fieldd – used for booking, scheduling, and managing on-site services, particularly in my role supporting a cleaning business operating across multiple states.

### Project & Task Management:

- Monday.com, Google Workspace (Docs, Sheets, Slides), Microsoft Office Suite (Word, Excel, PowerPoint) – to track tasks, manage calendars, organize documentation, and collaborate with team members and clients.

## SKILLS

### Hard Skills

- CRM Management
- Automation
- Design & Content Creation
- Customer Service
- Project Management and more.

### Soft Skills

- Clear communicator – Strong verbal and written skills with teams and clients
- Efficient time manager – Skilled at handling multiple projects and deadlines
- Multitasker – Comfortable juggling tasks across roles and clients
- Problem solver – Quick to handle issues and manage escalations
- Team leader – Experienced in leading teams and managing performance
- Trainer & mentor – Helped onboard new hires and supported interview processes

## ABOUT ME

- Age: 24
- Location: India
- Availability: 40+ hours/week
- Experience as Executive Assistant: 3 years

With over three and a half years at Patterns, I've developed a strong foundation in customer service, virtual assistance, marketing, and project management across diverse industries. I specialize in streamlining operations, managing teams, and enhancing client satisfaction through clear communication, attention to detail, and a proactive approach. My strengths lie in multitasking, leading with empathy, and consistently delivering high-quality work while fostering a collaborative and efficient team environment.

## EXPERIENCE

I have over 3.5 years of experience at Patterns, where I started in customer service for an automobile dropshipping company, handling product inquiries, returns, refunds, and upselling.

I later transitioned into a Virtual Assistant role for a New York-based real estate agent, managing backend tasks such as email/calendar management, CRM systems (Follow Up Boss, KW Command), social media content, marketing materials, and email campaigns via MailChimp. I also served as a Transaction Coordinator during this time.

Following that, I worked on a contract basis with a Texas-based client, creating websites and landing pages using GoHighLevel and building automated workflows and drip campaigns.

Alongside my client-facing work, I trained new hires, participated in interviews, and currently manage a cleaning business project across three states—overseeing five team members, handling client communication, and ensuring timely task completion.

My experience spans project and team management, process optimization, and delivering high-quality support across multiple industries.

## MAIN SKILLS

**Over the past three and a half years at Patterns, I've developed a versatile set of skills that make me highly effective as an Executive Assistant and Virtual Assistant. My ability to manage time efficiently, prioritize tasks, and communicate clearly has allowed me to support clients across industries, from e-commerce to real estate and service-based businesses. I've successfully handled everything from email and calendar management to CRM operations, content creation, and marketing campaigns.**