

Mahshid Ghorbani

Remote Customer Support Specialist | Virtual Assistant | Remote Team Lead

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PROFESSIONAL SUMMARY

Reliable and proactive remote support specialist with over 3 years of experience in customer service, virtual assistance, and team coordination. Successfully handled both Persian and international clients in fast-paced online environments. Skilled in training and managing support teams, responding to customer inquiries, and resolving issues. Always ready to learn new tools and deliver results with flexibility and responsibility.

CORE COMPETENCIES

- Remote Customer Support (Persian & English)
- Virtual Assistance & Admin Tasks
- Remote Team Management & Shift Planning
- Hiring & Training Remote Staff
- Conflict Resolution & Customer Satisfaction
- CRM Basics, Trello, Mizito, Google Sheets, Excel, Word
- CapCut & InShot (Basic Content Creation)
- Intermediate English (Writing & Speaking)
- Fast Learner | Organized | Reliable

SKILLS

Customer Service | Remote Team Management | Virtual Assistance | CRM Basics | Trello | Google Sheets | Microsoft Office | Basic Video Editing

WORK EXPERIENCE

Remote Support Lead & Admin Trainer

BloomBard – Remote | Dec 2023 – Mar 2025

- Responded to inquiries from Persian and English-speaking customers.
- Recruited, trained, and supervised a remote admin team.
- Assigned shifts, monitored performance, and corrected team errors.
- Provided reports to management and suggested process improvements.
- Handled post-sale support and resolved user issues efficiently.
- Improved team communication and overall service quality.

Virtual Assistant – Freelance Campaign Projects

Remote – Various Clients | 2021 – 2022

- Managed Telegram and WhatsApp group chats.
- Worked as campaign phone consultant and sales assistant.
- Coordinated tasks using Trello and Mizito.
- Provided fast and friendly customer responses.

Sales Promoter – In-Person

Ahvaz, Iran | 2020 – 2021

- Promoted products in person and encouraged customers to buy.
- Reached sales targets and learned to deal with diverse customers.

EDUCATION

University of Applied Science and Technology, Ahvaz

Associate Degree in Accounting (Graduated 2025)

Currently pursuing Bachelor's Degree in Accounting (Expected 2026)

LANGUAGES

- Persian – Native
- English – Intermediate (B1): Conversational, Reading, Writing

ADDITIONAL DETAILS

- Open to remote or freelance positions (Flexible schedule)
- Fast internet connection + ability to work across time zones
- Willing to learn CRM systems or job-specific platforms
- Strong communication skills and customer empathy