

Cassandra Carter

Williamsburg, VA 23188

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757-920-6684

Professional Summary

I am a detail-oriented, versatile, and reliable professional with experience in data entry, customer service, marketing assistance and administrative support. Skilled in accurately entering and maintaining records, coordinating daily operations, managing schedules, handling correspondence, managing client interactions and providing high-quality customer service in fast-paced environments. Strong organizational, communication, and multitasking abilities with a proven record of maintaining confidentiality, meeting deadlines, and supporting daily office operations. Adept at using office software, handling customer inquiries professionally, and contributing to efficient teamwork and well-organized workflows.

Authorized to work in the US for any employer

Work Experience

Office Coordinator

Cleaning Cents- Gloucester, VA

April 2026 to Present

- Coordinated and scheduled cleaning services for commercial, residential, and Airbnb properties, ensuring efficient route planning and on-time service delivery
- Created, sent, and tracked invoices; managed payment collection and maintained accurate financial records
- Utilized Jobber, OOMA, and Google Calendar to organize schedules, dispatch teams, and streamline daily operations
- Responded to automated messaging systems, emails, and phone inquiries to provide accurate quotes and service details
- Assigned and managed daily tasks across multiple employees, optimizing productivity and workload distribution
- Processed payroll and managed daily cash advances with a high level of accuracy and confidentiality
- Maintained organized administrative records, including client information, job details, and financial documentation
- Delivered strong customer service by resolving scheduling conflicts, handling inquiries, and ensuring client satisfaction
- Monitored job progress and adjusted schedules in real time to accommodate urgent or last-minute requests
- Supported overall business operations through efficient multitasking, prioritization, and communication across teams
- Monitored team performance and provided updates to ensure accountability and consistent service quality

Marketing Gift Room Manager

Westgate Resorts-Williamsburg, VA

November 2017 to January 2026

- Manage daily operations of the gift room, including supervising staff and providing exceptional service to guests
- Handle cash transactions accurately and maintain financial accountability
- Oversee inventory management, stocking, and reconciliation
- Professionally address guest inquiries, phone calls, and customer complaints
- Manage cash control, ticket inventories, and POS procedures
- Ensure accurate cash balancing and end-of-day reporting
- Maintain ticket price boards, merchandise displays, and inventory reconciliation
- Troubleshoot and resolve discrepancies in gift offers and customer rewards
- Coordinate with Marketing, Reservations, and Broker teams
- Daily data entry
- Prepare reports and documentation for leadership
- Support marketing initiatives tied to resort tours and promotions
- Conflict resolution and training
- Microsoft office software Word, Excel and email
- Maintain records, files, and logs for events and promotions
- Manage office/machine support, order supplies, and handle communications
- Maintain organized filing systems and complete administrative paperwork
- Ensure a positive customer experience while supporting marketing and sales objectives

Administrative Support

Westgate Resorts-Williamsburg, VA

Sales Administrative Assistant

November 2021 – December 2023

- Supported sales managers and sales representatives with timeshare inventory coordination
- Processed sales paperwork accurately and efficiently
- Handled and processed client payments in accordance with company policies
- Prepare reports and documentation for leadership
- Assisted with administrative tasks to ensure smooth daily sales operations.

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Key Skills

- Cash handling and financial accountability
- Inventory management and control
- Proficient in Microsoft Office (Word, Excel, Outlook,

PowerPoint)

- Customer service and client relations
- Professional email and telephone communication
- Document filing and records management
- Report generation and data tracking
- Coordination across multiple offices and departments
- Organization & time management
- Written and verbal communication
- Attention to detail
- Multitasking and prioritization
- Customer service & professionalism
- Data entry and record keeping
- Scheduling and calendar management
- Problem-solving
- Confidentiality and discretion
- Team collaboration

Virtual Administrative Assistant

Belay- Remote Part Time USA

August 2020 to July 2023

- Manage executive calendars, appointments, and scheduling
- Organize and respond to emails and client communications
- Create and maintain documents, spreadsheets, and reports
- Coordinate meetings
- Update and manage CRM systems and data entry tasks
- Assist with project coordination and workflow organization
- Conduct research and compile data for business needs
- Support social media posting and basic content management
- Track expenses and assist with light administrative bookkeeping
- Maintain confidentiality and professionalism with sensitive information

Key Skills

- Calendar management and scheduling
- Task prioritization and deadline tracking
- Ability to manage multiple clients/tasks at once
- Professional email and message handling
- Clear written and verbal communication
- Client relationship support
- Microsoft Office (Word, Excel, Outlook)
- Google Workspace (Docs, Sheets, Calendar)
- CRM systems (data entry, updates)
- Zoom, Slack and Microsoft Teams for remote communication
- Data entry and record management
- Document creation and reporting
- File organization and digital recordkeeping

Tour Desk Agent

Westgate Resorts-Williamsburg, VA

March 2017 – November 2017

- Checked in guests for scheduled timeshare presentations
 - Verified guest qualifications and ensured compliance with presentation requirements
 - Provided professional, courteous service to maintain a positive guest experience
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Cashier/Sales Associate

Home Depot

February 2016 to January 2017

- Scan and process customer purchases accurately
- Handle cash, credit, debit, gift cards, and store credit
- Assist with self checkout
- Promote Home Depot credit cards, warranties, and loyalty programs
- Follow loss-prevention and safety procedures
- Maintain a clean, organized, and well-stocked checkout area
- Assist with returns, exchanges, and price adjustments
- Assist customers with product selection and project solutions
- Stock shelves, face merchandise, and maintain aisle cleanliness
- Load and unload merchandise as needed
- Support special orders and online pickup (BOPIS)

Key Skills

- Sales & product knowledge
 - Multitasking in a fast-paced retail environment
 - Teamwork and reliability
 - Problem-solving & attention to detail
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Real Estate Sales Agent

Abbitt Realty-Gloucester Point, VA

March 2015 to May 2016

- Assist buyers and sellers throughout the real estate transaction process
- List, market, and show residential or commercial properties
- Conduct property tours, open houses, and client consultations
- Advise clients on pricing, market conditions, and negotiation strategies
- Ensure compliance with real estate laws, regulations, and ethical standards
- Manage client relationships and maintain accurate records in CRM systems
- Prepare, review, and explain contracts, offers, and closing documents

Key Skills

- Sales and negotiation
- Customer service and relationship building
- Verbal and written communication
- Market analysis and pricing strategies

- Time management and organization
 - Lead generating and prospecting
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Education

High school diploma

Graduate 2013 - Gloucester High School-Gloucester, VA

Skills

- Scheduling
- Remote
- Technical support
- Customer inquiry handling
- Data analysis skills
- Microsoft Teams
- Customer relationship management
- Office experience
- AI
- Documentation review
- Mobile devices
- Managing customer accounts
- Customer retention
- Customer service
- Teamwork
- Writing skills
- Proofreading
- Customer support
- Attention to detail
- Jobber
- OOMA
- Salesforce
- Relationship management
- Computer literacy
- Microsoft Word
- Multitasking
- Supervising Experience
- Client interaction via phone calls, email and chat
- POS
- Guest services
- Social media advertising
- Maintaining an organized workspace

- Clerical experience
- Organizational skills
- Phone etiquette
- Computer operation
- Computer skills
- Website management
- Grammar
- Microsoft Excel
- File organization
- Website maintenance
- Calendar management
- iOS
- Windows
- Manager
- Google Workspace
- Research
- Front Desk
- Microsoft Office
- Google Drive
- Client email correspondence
- Time management
- Inventory control
- Leadership
- Administrative
- Typing
- Cross-functional collaboration
- Filing
- Marketing
- Cash Handling
- Technical Proficiency
- Project management
- Conflict management
- Cross-functional communication
- Word processing
- Data entry
- Phone communication
- Microsoft Outlook
- Microsoft PowerPoint
- Google Calendar
- Digital marketing
- Multi-line phone systems
- Active listening
- Task prioritization
- Team training
- Guest relations
- Presentation Skills