

Liliane Sklenarik

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Summary:

I have a wide range of experience in both the corporate world and in sole entrepreneurship. I have worked in technical fields (mechanical, video, computer) as well as the artistic and holistic fields (quilt art, massage). I am highly organized and detail oriented with excellent communication skills.

Objective:

Ongoing contract as a Virtual Assistant where I can contribute my fine expertise in the details of your business so that you can shine!

Qualifications:

- * Self-motivated individual with ability to prioritize and manage multiple functions and create solutions
- * Outstanding communication skills, with particular ability to communicate across language barriers and various skill levels
- * Known for ability to write clear, concise documents, educational materials, procedural manuals, website and social media content
- * Extremely well organized with high-end attention to detail and quality assurance
- * Highly skilled in identifying and finding creative solutions to issues and problems
- * Wide-ranging technical skills, including Microsoft Office, Website creation and maintenance, scheduling platforms, email servers, social media postings and Mac software

Experience:

Jackie deBoer, Virtual (Holliston, MA)

Virtual Assistant (Aug 2017 to present, part time)

- * Manage social media presence for deBoer client
- * Convert newsletter into MailChimp for 4 separate email lists (totaling 200 recipients)
- * Edit copy to enhance SEO; post in client's WordPress blog
- * Select 4 key points from newsletter; transform into memes using Canva; schedule posts via HootSuite for Facebook, LinkedIn and Twitter
- * Convert blog post to LinkedIn article

WPSS (WordPress Super Service), Virtual (Holliston, MA)

Virtual Assistant and Help Desk Manager (Jan 2019 to June 2019 part time -until business closed)

- * Performed quality assurance (QA) and corrections on WordPress website designs and documentation
- * Collaborated with employer to create and schedule daily Instagram posts on a monthly basis
- * Responded to requests from company clients for updates and changes to websites
- * Scheduled website changes; assigned to appropriate technicians through Asana scheduling platform
- * Monitored tickets and emails, prioritized and flagged critical issues for employer
- * Communicated client's wishes to technicians across the globe

KaleidoQuilt, Holliston, MA

Quilt Artist/Teacher/Business Owner (2011 to present, part time)

- * Create quilt art, teach art classes, manage all aspects of business
- * Built website; maintain web site for commerce
- * Organize and display art work in a professional, artistic manner for art shows
- * Market business through advertising, networking and social media

Massage Therapy for Health, Hopkinton, MA

Massage Therapist/Business Owner (2001 to 2017 Retired)

- * Managed business and gave exceptional therapeutic massage
- * Scheduled clients; maintained confidential medical and financial records,
- * Developed and maintained web site; advertised business; managed all aspects of office

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EMC Corporation, Franklin, MA

Manufacturing Process Engineering Documentation Specialist (1999 to 2001 Laid Off)

- * Consolidated documentation from several groups into the Process Engineering group
- * Implemented engineering change orders; created and revised change history documents
- * Created and maintained department website
- * Maintained process control over codes and tables for data storage units

Education:

Rochester Institute of Technology, Rochester, NY

Degree: Bachelor of Engineering Technology

Technical Skills:

- * Microsoft Office Products (especially Word and Excel)
- * Communication platforms (Slack, Fresh Desk, Zen Desk)
- * Organizational platforms (Asana, Streak)
- * Google Drive G Suite
- * Email servers (Outlook, MailChimp)
- * WordPress Web Site Editor, DotEasy Website Creator, MailChimp Web Site
- * Mac software
- * Create art work/ drawings using Drawing tool in MS Office and Canva
- * Facebook, Pinterest, LinkedIn, Etsy (for advertising/selling art work)
- * Social Media tools (HootSuite, Later for posting)
- * Iphone photography and videography
- * Anatomy
- * Broadcasting equipment
- * Sewing
- * Mechanical Assembly: built cable and computer chassis, built and documented guitar amplifiers and PC boards – using small hand tools, soldering iron, schematics

Membership and Affiliations:

NEW – Network of Enterprising Women - Webmistress

MQofRI – Modern Quilt Guild of Rhode Island - Treasurer

Additional Related Experience:

Simple Practice, Marlborough, MA

Customer Service Representative

PAGG Corporation, Milford, MA

Manufacturing Documentation Engineer

Comark Corporation, Medfield, MA

Mechanical Assembly and Cable Supervisor

Bedrock Amplification, Framingham, MA

Electronics Supervisor

WHEC-TV, Rochester, NY

Operations Engineer

National Technical Institute for the Deaf, Rochester, NY

Video Editor