

AZJENNAE FRAZIER

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SUMMARY

Highly motivated and professional with years of experience providing high-level support to a diverse group of brands and companies. Proficient in managing calendars, organizing meetings and events, handling confidential documents, and communicating with internal and external stakeholders and vendors. Possess exceptional communication and interpersonal skills with a proven ability to work independently and as part of a team.

SKILLS

Excellent Communication, Time Management, Problem-Solving, Product Knowledge, Internet & Computer Literacy, Team Player

PROFESSIONAL EXPERIENCE

Client Service Representative, Creative Ground Agency, 2022 - current

- Provides exceptional customer support and assistance
- Responds to client inquiries via phone, email, and chat
- Resolves client issues and ensures satisfaction
- Maintains accurate client records and documentation
- Collaborates with internal teams to address client needs
- Upsells and cross-sells products or services
- Meets and exceeds service and sales targets
- Ensures a seamless client experience

Executive Admin Assistant, Cap Soc Marketing Agency, 2022 - current

- Supports executive team in daily administrative tasks
- Manages calendars, appointments, and travel arrangements
- Coordinates meetings and prepares meeting materials
- Handles sensitive and confidential information discreetly
- Assists in preparing reports and presentations
- Liaises with clients and partners on behalf of executives
- Streamlines office operations and improve efficiency
- Handles phone calls and correspondence
- Prioritizes and manages multiple tasks and deadlines

Artists Relation Administrative Assistant, BWG/Rolling Loud, 2021-2022

- Maintained and organized 3-5 agendas and schedules daily
- Traveled with artist to & from stage to oversee and coordinate special broadcast affiliations and interviews
- Created and maintained business relationships for reporting to introduce and expose artist to their potential fan base and touring markets
- Participated and organized creative solutions meetings for artist
- Developed and implemented strategic marketing plans, product line endorsements, and overseeing all aspects of artist relationship promotional materials, and social networking

City Mail Carrier, United States Postal Service, 2016 - 2021

- Safely sorted, organized and delivered mail and packages to assigned routes
- Provided excellent customer service, addressing inquiries and concerns
- Handled various mail types, including packages and certified mail
- Maintained accurate delivery records and scanned packages