



**HADASSAH RONNEBERG**  
VIRTUAL ASSISTANT

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### OBJECTIVE

Focused Business Information Systems major (3.76 GPA) currently attending Sierra College, with 12.5+ years of work experience. Aiming to leverage a proven knowledge of customer communications, conflict resolution, and service benchmarks skills to successfully fill the Remote Assistant role at your company. Frequently praised as detail-oriented by my peers, I can be relied upon to help your company achieve its goals.

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### CONTACT

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[www.vasmartsolutions.com](http://www.vasmartsolutions.com)

## EXPERIENCE

### **GOODWILL INDUSTRIES, SACRAMENTO**

Manager

FEBRUARY 2008– DECEMBER 2012

- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication
- Provide accurate, valid and complete information by using the right methods/tools
- Meet personal/team sales targets and call handling quotas
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution
- Keep records of customer interactions, process customer accounts and file documents

### **SHIELDSCO INC. DBA SHIELDS AUTOMOTIVE & TRANSMISSION, SACRAMENTO**

Owner/Operator

MARCH 2000 – DECEMBER 2007

- Oversee activities directly related to making products or providing services.
- Direct and coordinate activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Manage staff, preparing work schedules and assigning specific duties.
- Direct and coordinate organization's financial and budget activities to fund operations, maximize investments, and increase efficiency.
- Determine staffing requirements, and interview, hire and train new employees, or oversee those personnel processes.

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- Monitor businesses and agencies to ensure that they efficiently and effectively provide needed services while staying within budgetary limits.

## EDUCATION

### **SIERRA COLLEGE, ROCKLIN, CA**

Information Technology: Business Information Systems  
(Expected graduation Dec 2021)

- GPA: 3.76

## RELEVANT COURSEWORK

- Management Concepts & Applications
- Business Law
- Introduction to Business
- Business Communications
- Business Information Systems
- Business Spreadsheets
- Advanced Word Processing
- Business Graphics
- Customer Service Skills
- Applying Computer Software
- Creating Web Pages
- Virtual Entrepreneur
- Visual Communication
- Web Design
- Digital Design

## AWARDS & HONORS

- Dean's List 2019
- President's Honor Roll, 2019
- President's Honor Roll, 2020

## REFERENCES

### **CYNDI DUNN, SIERRA COLLEGE**

[CDUNN@SIERRACOLLEGE.EDU](mailto:CDUNN@SIERRACOLLEGE.EDU)

(916) 660-7810