JULIAN MERCER

VIRTUAL ASSISTANT

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PROFESSIONAL SUMMARY

Virtual Assistant with 4+ years supporting founders and busy executives remotely with inbox management, scheduling, and project coordination. Keeps work organized across time zones, automates repeat tasks, and gives clients hours back each week.

PROFESSIONAL EXPERIENCE

Senior Virtual Assistant Jan 2024 - Present
Upwork, Remote

- Manage inboxes and calendars for five founder clients, sorting about 300 emails a day and drafting replies for approval.
- Built Zapier automations for meeting follow-ups and invoice reminders, saving clients a combined 12 hours of admin each week.
- Prepared weekly status summaries and expense reports in Google Workspace and QuickBooks, keeping client books current each month.
- Reconciled monthly subscriptions and software accounts for two clients, cancelling unused tools worth about $3,000 a year.
- Coached two newer assistants on inbox triage and client communication, helping both take on their own client load within months.
- Coordinated quarterly planning sessions with agendas, pre-reads, and action trackers that kept follow-through items above 90%.

Virtual Assistant Feb 2022 - Dec 2023

- Scheduled calls across four time zones with a booking tool, cutting back-and-forth emails per meeting from five to one.
- Maintained a shared knowledge base in Notion so clients and backup assistants could follow standard processes.
- Researched and booked travel and vendor quotes for client trips, saving an average of 10% against first options found.
- Onboarded 12 new clients with a short intake questionnaire and access checklist, starting work within three business days.
- Triaged requests in Slack and email for clients, routing them to the right owner and replying within the same business day.
- Drafted agendas, meeting notes, and decision logs for client syncs, giving absent team members a clear record within hours.
- Handled recurring invoicing and payment reminders for three clients, bringing average days-to-payment down by about five.

CORE SKILLS

Inbox management | Calendar scheduling | Google Workspace | Zapier | Notion | Asana | Slack | Time zone coordination | Travel booking | QuickBooks basics | Customer communication | Process documentation | Data entry | Confidentiality

EDUCATION

B.A. in Communications, Arizona State University, Tempe, AZ

CERTIFICATIONS

Certified Administrative Professional (CAP) | Google Workspace Certified