



Evalyne Fagan

Business Owner, Practice Manager,
Virtual Assistant, Medical Professional

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Interdisciplinary, BA from the University of Texas at Dallas

AREAS OF EXPERTISE:

OFFICE MANAGEMENT

- ✔️ Created Policies & Procedures
- ✔️ Team Management
- ✔️ Conflict Resolution
- ✔️ Office Management
- ✔️ Recruiting, Interviewing, Onboarding
- ✔️ Ran Payroll
- ✔️ Human Resources
- ✔️ Training Documentation Development

EXECUTIVE ASSISTANT

- ✔️ Built and maintained websites
- ✔️ KPIs
- ✔️ Client Services
- ✔️ Staff Management
- ✔️ Client Relationship Management
- ✔️ General Admin & Project Management
- ✔️ CRMs, EMRs, EHRs, Apps & Tools
- ✔️ MS Office, Google Suite, & Platforms

MARKETING AND SOCIAL MEDIA

- ✔️ Web Design
- ✔️ Digital Marketing
- ✔️ Social Media Campaigns
- ✔️ Content Strategy
- ✔️ Online Community Management
- ✔️ Engagement Strategies
- ✔️ Social Media Content Creation
- ✔️ Canva Creation
- ✔️ E-mail Marketing Campaigns
- ✔️ Social Media Management Tools
- ✔️ Community Management

PROFESSIONAL SUMMARY:

Solution-oriented & problem solver with 7 years of experience building and maintaining businesses. Experienced business owner, manager, & virtual assistant with a consistent track record of improving efficiency in businesses.

WORK HISTORY:

Elevate You

Founder, Owner, & Virtual Assistant | November 2021 - Present

- Manage client relationships & productivity
- Business development and marketing to grow business
- Developed training regimen for virtual assistants & their collaboration with our clients
- Prepare client reports for upcoming week/month highlights in project milestones & important meetings.
- Develop tailored E-mail marketing campaigns for clients.

Freelance Virtual Assistant

Administrative, Executive Virtual Assistant | March 2018 - Present

- Multi-tasker managing multiple clients across the nation with administrative, social media, & marketing tasks
- Social media creation, scheduling, & engagement
- Prepare customer spreadsheets and keep online records
- Calendar and Inbox Management.
- Blog Site Management
- Developed E-mail marketing campaigns

Colorado Therapy & Assessment Center

Practice Manager, Executive Assistant | March 2018 - July 2022

- Continuous improvement of office operational efficiency.
- Managed office team employees.
- Oversaw calendar management for appointments.
- Executed weekly payroll for 22 employees
- Trained & onboarded new clinicians.
- Developed training documentation for new staff.
- Prepared weekly reports for payor sources & KPIs.

CPM

Operating Room Medical Representative | June 2017- 2018

- Transporting medical devices/durable medical equipment (DME)
- Ensure the proper implantation of products in orthopedic, podiatry, & pain management cases.
- Maintain a strong reputation among teammates, surgeons, and hospital staff for the knowledge base, work ethic, efficiency, reliability & dedication.