

Elaine Barlow

Customer-Focused Professional Remote Support | Virtual Assistant | Tech-Savvy Communicator



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 Manchester, CT. United States

Profile

Resourceful and empathetic professional with over 20 years of experience in tech, media, and creative direction, now seeking to bring strong communication, organizational, and problem-solving skills to a remote customer service or virtual assistant role. Adept at working with diverse teams and clients, troubleshooting issues, and delivering outstanding service through digital platforms. Highly adaptable, self-motivated, and passionate about supporting others in finding effective solutions.

As a founder, director, and CEO of two online businesses (web design and online retail), I bring hands-on experience in management, operations, customer engagement, and cross-functional leadership. I understand the importance of high-quality service, efficient communication, and a customer-first mindset in driving long-term success.

Professional Experience

Web & Graphic Designer

Jennie Song PsyD, LLC

03/2023 – Present
Remote

- Communicate with clients to identify design needs and provide ongoing project updates
- Resolve client-facing technical issues quickly and clearly
- Design and deliver web content and visual assets to enhance brand visibility and accessibility

Director / Creative Consultant

2BG Productions

01/2015 – Present
Remote

- Provide individualized support for clients in media, design, and online branding
- Manage client communications and deliverables across multiple concurrent projects
- Troubleshoot site functionality and offer tech solutions for non-technical users
- Oversee creative teams and coordinate the full project lifecycle from concept to launch

Production Manager & Host

01/2011 – 01/2015

2BlackGeeks

Remote

- Managed audience feedback, responded to viewer inquiries, and coordinated social engagement
- Acted as public-facing voice for brand and provided community support via online channels
- Oversaw editorial and media production planning in a fast-paced online environment

Customer Engagement Roles (Freelance & Project-Based)

Various Clients & Projects

- Provided client support via email and chat tools, including LiveChat and Zendesk
- Supported digital events, media launches, and community Q&A sessions

Education

Medical Filing & Coding

Auburn University

General Studies

University of Connecticut

Core Skills

Virtual Assistance & Administrative Support	Customer Communication & Support
Technical Troubleshooting	Zendesk & LiveChat Proficiency
Written & Verbal Communication	Remote Work Collaboration
Web & Tech Literacy	Content Creation & Digital Tools
Organization & Time Management	Empathy & Active Listening
Team Leadership & Project Management	Business Operations & Client Relations

Certifications

- Medical Terminology Specialization (I, II, III)

Additional Experience

CEO & Founder

1999 – 2004

JapaneseSnacks.com

- Launched and scaled one of the first online retailers for Japanese snacks in the U.S.
- Handled all aspects of customer service, logistics, web operations, and business strategy

<p>CEO <i>Team of Dreamers</i></p> <ul style="list-style-type: none"> • Managed day-to-day operations of a web design and multimedia firm • Supervised client projects, directed creative teams, and ensured high-quality service delivery 	1994 – 2007
<p>Creator <i>Mecca Publications</i></p> <ul style="list-style-type: none"> • Produced online publications and fandom resources; developed networked web platforms 	1986 – 2002
<p>Production Associate <i>Space Command Studios</i></p>	2019
<p>Producer <i>Blinky 500</i></p>	2017
<p>Associate Producer / Actress <i>Redwood Web Series</i></p>	2012 – 2013