TASKS MENU

Tech Industry

—

Tech industry have requested the tasks detail next.

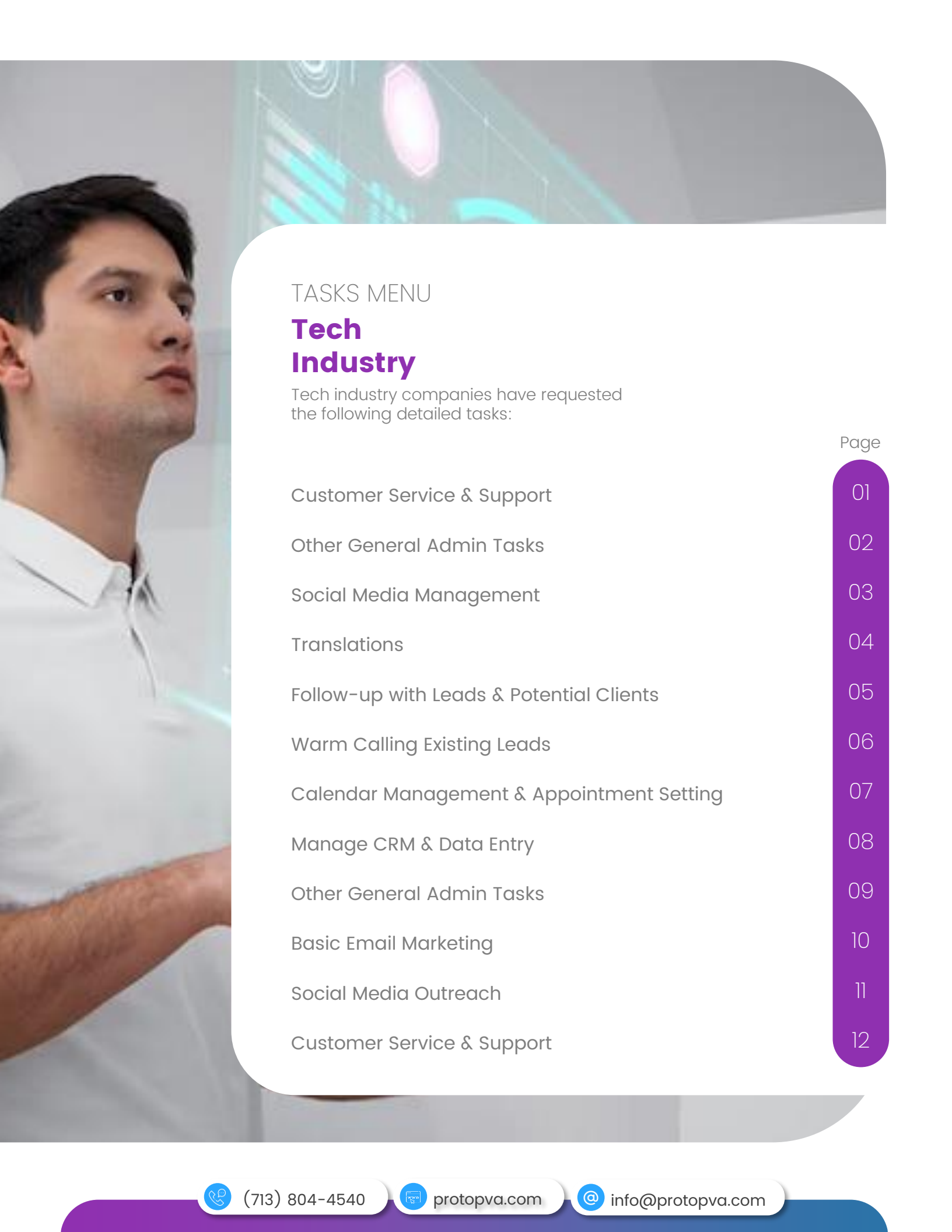**PROLATOP VA**

TASKS MENU

Tech
Industry

Tech industry companies have requested
the following detailed tasks:

Tech Industry Virtual Assistant

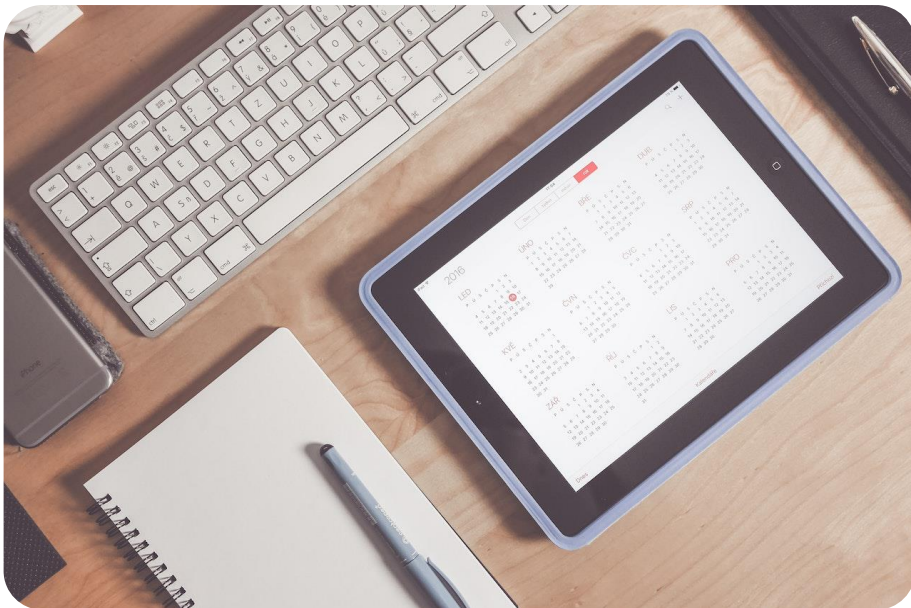# Customer Service & Support

01

Reply to emails.

Answering Social Media and App Reviews.

Report and add any support-related issues to CRM System.

Communicate to people who are mainly existing clients, as well as new potential ones.

Tech Industry Virtual Assistant

Other General Admin Tasks

02

01 Update spreadsheets.

02 Email sorting and organization.

03 Take notes during team/client meetings, organize minutes.

04 Generate reports related to given/provided data.

05 Create PowerPoint/Google Slide presentations.

PRO TOP VA

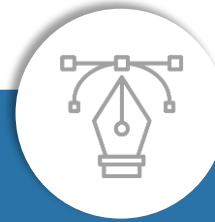(713) 804-4540   protopva.com   info@protopva.com

Social Media Management

03

Monitor & respond to messages/inboxes on any social media channel.

Responding to Comments and Reviews.

Graphic design.

Create campaigns for social media (Facebook, Instagram etc.).

Tech Industry Virtual Assistant

Translations

04

Client's conversations or comments from Spanish to English.

Follow-up with Leads & Potential Clients

05

Create follow-up email templates.

Follow up with leads/clients an infinite number of times until they reply.

Follow up with potential customers to answer questions and set up demos.

Follow up with prospects/leads that did NOT show up to an appointment, so make sure they reschedule.

Follow up by email or text messages.

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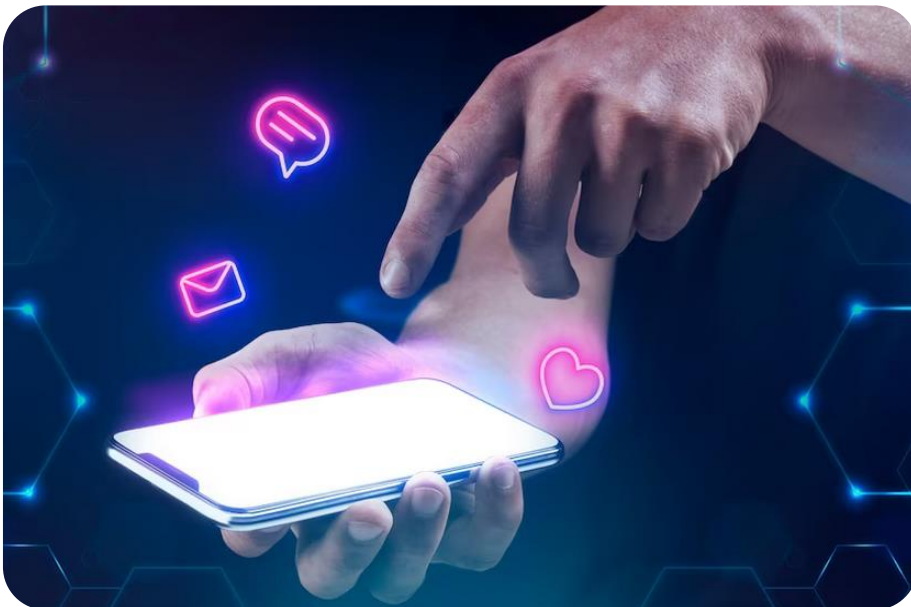# Warm Calling Existing Leads

06

Call over the phone to existing leads the company already has.

Speak with each lead, take notes and then add them to the CRM.

Contact the leads generated from their email campaign..

Tech Industry Virtual Assistant

Calendar Management & Appointment Setting

07

01
Pre-screen new potential clients and make sure they're the right fit to be clients.

02
Help the client/owner of the company to manage his/her email and calendar.

03
Prioritize emails, respond to emails, set up email filtering, and delete spam email or other unimportant emails.

04
Coordinate with multiple people by making calls and handling email.

05
Set up automatic bookings online, and share booking links with clients as needed.

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Manage CRM & Data Entry 08

Convert files into digital format in Excel sheets.

Help the company organize, clean, update, and maintain the client's database.

Maintain all the communications and client data up-to-date.

Add new clients & update existing ones into the CRM system.

Process and handle customer support orders and/or tickets.

Repetitive data entry (entering online payments or uploading invoices received from vendors).

Create and publish jobs, events, listings, etc. on 3rd party sites: Facebook, Craigslist, etc.

Other General Admin Tasks 09

Email sorting and organization.

Create PowerPoint/Google Slide presentations.

Take notes during team/client meetings, organize minutes.

Other general admin tasks as needed by the company/client.

Generate reports related to given/provided data.

Basic Email Marketing

10

Design simple email templates for newsletters.

Manage MailChimp lists and campaigns or any other email marketing platform.

The VA will create follow-up email templates.

Social Media Outreach

11

Find ideal contacts/leads/clients and reach out to them via DM (Direct Message).

Follow the scripts provided but must also take the initiative to know how to answer.

Have written conversations as naturally as possible and focus on trying to help keep track of who they're in touch with and qualify leads into the client's CRM system.

Send and receive DM messages from/to leads through the client's social media accounts (Facebook, Instagram, etc.).

Customer Service & Support
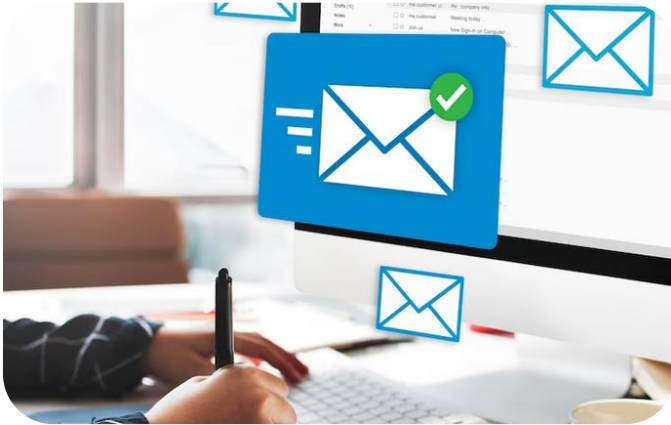
Reply to emails & phone calls.

Talk to people who are mainly existing clients, as well as new potential ones.

- Answer calls from new people requesting information.

- Follow-up calls with leads, vendors, clients, etc.

- Leads management (filter and sort leads of potential new clients).

Other tasks

IT Infrastructure & IT Support

Without a robust in-house IT team, you don't want to be in the business of managing IT infrastructure. You're better off using a cloud service where you have access to IaaS (infrastructure as a service). With this model, your infrastructure needs (such as server space or processing power) can quickly scale or contract. Also partnering with a managed service provider is a great way to handle your IT support, too. With an in-house IT staffer, you get dedicated, on-site help. But you're limited to what that person knows. As soon as a problem exceeds your IT staffer's knowledge, you're stuck with calling in specialists and waiting for them to arrive.

With managed IT support, you gain access to more expertise and you jump to the front of the line with your managed IT provider when serious problems do crop up.

Cybersecurity

You need dedicated experts evaluating your system, probing it for vulnerabilities, and ensuring that software is up to date. The last thing you want is your digital assets being seized by a hacker using ransomware, or worse, them deleting or distributing your private data.

Ecommerce

Does your business sell online, or do you want to start? It's more complicated than it looks, and many of the behind-the-scenes components are already reliant on other vendors. For example, you can't process credit cards on your own. You need a third-party vendor or application to do this, and not only that, you need to make sure those transactions are fulfilled securely.

App Development

Outsourcing to a firm specializing in app development is almost always a good move. They may also know of an existing app that meets your needs, avoiding the need for developing a custom one, altogether.

Digital and Social Strategy

If your company has grown to the point where you're considering hiring a social media manager or a digital strategist, think hard about this decision. Too many small businesses hire an inexperienced, but "socially savvy" individual who doesn't truly understand SEO, SEM or any other number of must-know digital practices. Outsourcing your digital and social strategy to a digital marketing agency or well-qualified freelancer is often a stronger move.

Web Design and Development

As a small business you have a couple options for how to develop a website. You can use free services like Wix or Squarespace, hire a web designer or outsource. We advise against the "free" sites: they're limited, they scream, "we're new or not serious" and worst of all, they're rarely actually free. If you're deciding between hiring in-house and outsourcing, consider the depth of knowledge you get by outsourcing to a marketing agency team. Your one in-house hire is unlikely to match this.

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Book A Call

Attorney & Law Firms